

Results of June 2003 Survey

**Traits of an Independent Communications Regulator:
a Search for Indicators**

By

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* The analyses and conclusions in this working paper are those of the author and do not necessarily reflect the views of other members of the International Bureau, other Commission staff, or the Commission itself.

Organizing an Effective Regulatory Regime for the Communications Industry

The FCC International Bureau's analysis office is undertaking a study of institutions responsible for telecommunications and broadcasting regulation. The results of the study will be compiled, analyzed and offered as a reference to regulators and others who seek technical assistance from the FCC. We believe your regime is a good example of an effective regulatory regime, and would appreciate learning some details about your organization and how it works.

Questions: organizational issues

1. How many officials are in your organization?
2. Can you provide an organizational chart, indicating how many staff are in each unit?
3. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?
4. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?
5. In the course of an individual career, is it common for someone to move from one government organization to another?
6. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?
7. How is your organization funded?
8. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?
9. With which other organizations in the government do you work closely, and what is your organization's relationship to them?

Questions: telecommunications

What offices are involved:

1. When issuing a new wireline license?
2. When issuing a new wireless license?
3. If there is a dispute between operators over interconnection?
4. If a wireless operator has a complaint about interference?
5. If the consumers prices for local or long distance are going to change?
6. If a consumer has a complaint about an operator?
7. In organizing and implementing a universal access plan, if any?
8. In enforcing rules, issuing fines, and other judgments?

Questions - broadcasting

1. Which offices are involved:
2. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?
3. When disputes arise between broadcasters and program providers?
4. When a viewer has complaints about a program?
5. When deciding which programs a broadcaster is required to carry?

Questions - Internet

1. Which offices are involved:
2. When issuing a license, if a license is required?
3. When a consumer has a complaint about an Internet service provider?
4. If there are disputes between Internet service providers?

Communications Regulatory Organizations

(Survey responses from italicized organizations)

Country	Telecommunications	Broadcast	Internet
Australia	<i>Australian Communications Authority (ACA), Australian Consumer and Competition Commission</i>	<i>Australian Broadcast Authority (ABA)</i>	<i>ACA, Australian Consumer and Competition Commission</i>
Brazil	<i>Agência Nacional de Telecomunicações (ANATEL)</i>	<i>Anatel</i>	
Canada	<i>Canadian Radio Telecommunications Commission (CRTC)</i>	<i>CRTC</i>	<i>CRTC</i>
Hong Kong	<i>Office of the Telecommunications Authority (OFTA)</i>	Broadcast Authority, Television and Entertainment Licensing Authority	<i>OFTA</i>
Hungary	<i>Hírközlési Felügyelet (HIF)</i>	National Radio and Television Committee (ORTT)	Ministry of Informatics and Communications (MIC)
India	<i>Telecommunications Regulatory Authority of India (TRAI), Department of Telecommunications</i>	Ministry of Information and Broadcasting	Department of Telecommunications, Ministry of Communications and Information Technology
Italy	<i>Autorità per le Garanzie nelle Comunicazioni (AGCOM)</i>	<i>AGCOM</i>	<i>AGCOM</i>
Japan	<i>Ministry of Public Management, Home Affairs, Posts and Telecommunications (MPHPT)</i>	<i>MPHPT</i>	<i>MPHPT</i>
Jordan	<i>Telecommunications Regulatory Commission (TRC)</i>	Information and Media Commission	<i>TRC</i>
Korea	<i>Ministry of Information and Communications (MIC)</i>	<i>Korea Broadcast Commission (KBC)</i>	<i>MIC</i>
Malaysia	<i>Malaysia Communications and Multimedia Commission (MCMC)</i>	<i>MCMC</i>	<i>MCMC</i>
New Zealand	<i>Commerce Commission (CC)</i>	Broadcasting Standards Authority	
Nigeria	<i>Nigerian Communications Commission (NCC)</i>		<i>NCC</i>
Singapore	<i>Infocomm Development Agency (IDA)</i>	Media Development Authority (MDA)	<i>IDA</i>
Spain	<i>Comisión del Mercado de las Telecomunicaciones (CMT)</i>	Ministry of Science and Technology, <i>CMT</i>	
Sri Lanka	<i>Telecom Regulatory Commission (TRC), Ministry of Mass Communications</i>	Ministry of Mass Communications	<i>TRC</i>
Sweden	<i>Post and Telestyrelsen (PTS)</i>	<i>Swedish Broadcast Commission (SBC)</i>	<i>PTS</i>
United States	<i>Federal Communications Commission (FCC)</i>	<i>FCC</i>	<i>FCC</i>

AUSTRALIA BROADCAST AUTHORITY
AUSTRALIAN COMMUNICATIONS AUTHORITY

General	
1. How many officials are in your organization?	Australian Communications Authority (ACA): 388 employees Australian Broadcast Authority (ABA): 138 employees
2. What percentage of the staff comes from each profession - i.e., engineers, economists, attorneys, accountants, etc?	ACA: No specific data is held on professions or job classifications other than Lawyers who make up approximately 2% of employees. ABA: Engineers 10% (14), Lawyers 6% (8), Accountants 1% (2)
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	ACA: As engagement within the Australian Public Service is based on merit and vacancies are open to all Australians, some movement does occur between the public service and industry. This is particularly true of some vacancies that require specialised skills that can only be found in the broader employment market. ABA: Yes
4. In the course of an individual career, is it common for someone to move from one government organization to another?	ACA: Yes, movement does occur regularly between government agencies however many ACA staff have been with this agency (or its predecessors) for all of their careers. ABA: Yes
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	ACA: The ACA has policies and procedures on recruitment and engagement based on the requirements of the Australian Government Public Service legislation. The Australian Public Service no longer recruits via government entry examination. Vacancies within the ACA go through a formal recruitment process which may include a range of assessment techniques. ABA: Yes for procedures, no for examinations
6. How is your organization funded?	The ACA is funded through the Federal budget. We collect substantial revenue on behalf of the Commonwealth through telecommunications carrier, radiocommunications licence fees and charges and through charges on telecommunications numbers. The ABA is funded almost entirely by Government, via an annual appropriation in the order of AUD16.5m. The ABA also generates a small amount of independent revenue, but this is typically less than AUD0.5m.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	The Chair of the ACA is appointed under the Authority's governing legislation. The appointment is made by the Governor-General of Australia under written instrument for a fixed term of up to 5 years. There are provisions in the governing legislation that cover Leave of Absence, Resignation and Termination of Employment. Otherwise the Chair continues in office until the end of the appointed term. ABA: Chairman of the Board is appointed by the Minister for Communications, Information Technology and the Arts. He/she may serve for a maximum of two four-year terms. Causes for leaving could be expiration of term, decision to retire,

	acceptance of another post.
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	<p>ACA works with the following:</p> <ul style="list-style-type: none"> • Australian Broadcasting Authority – responsibilities are converging with the convergence seen in the telecommunications and broadcasting markets. • Defence agencies – peer-to-peer relationship. • Australian Competition and Consumer Commission – peer-to-peer relationship. • Department of Communications, Information Technology and the Arts – our Authority falls under this Department's portfolio. <p>ABA works with the following:</p> <ul style="list-style-type: none"> • Department of Communications, Information Technology and the Arts because that is our portfolio Department. • Australian Communications Authority because we have much in common. • Office of Film and Literature Classification, mainly in relation to classification of material on the Internet.

Telecommunications	
9. When issuing a new wireline license?	Applications must be on the approved form available on the ACA's website www.aca.gov.au the applications are processed centrally in the Melbourne office.
10. When issuing a new wireless license?	Applications must be on the approved form available on the ACA's website www.aca.gov.au the applications are processed centrally in the Melbourne office. No distinction is made between wireline and wireless or any other technology for the purposes of telecommunications (carrier) licensing.
11. If there is a dispute between operators over interconnection?	<p>If the nature of the dispute is commercial, it would be handled by the Australian competition regulator ACCC (Australian Competition and Consumer Commission), within the scope of the Trade Practices legislation. The ACCC also has the power to declare particular services. Any carriers providing a declared service must give wholesale access to another carrier. In addition, the ACCC is responsible for setting the commercial terms and conditions of this access if the carriers cannot agree. The ACCC has made many declarations and more information on these may be found at its web site: http://www.accc.gov.au/telco/fs-telecom.htm Any terms and conditions of access it may have made (in what are called Arbitrations) will be confidential, however the declarations themselves are freely available.</p> <p>If the nature of the dispute is the inability to interoperate, the dispute would still be handled by the ACCC in the first instance. The ACCC could then direct the ACA to use its powers to make a technical standard relating to the interconnection of facilities. Such a standard would deal with the technical specifications when two operator's networks connect to each other. To date the ACA has not used this power, preferring to let operators sort out these issues amongst themselves. Two examples of these are the ACIF (Australian Communications Industry Forum) guidelines for inter-network</p>

	ATM services (ACIF G605) and for inter-network short message interchange using the SMPP (Short Message Peer-to-Peer) Protocol (ACIF G581). The ACIF web site is at: http://www.acif.org.au .
12. If a wireless operator has a complaint about interference?	This depends on the nature of the complaint including the type of spectrum that the interference occurred in. For example, interference in 'public park' spectrum (where WLANs operate) is unlikely to be investigated unless the mandated technical standards on power limits are likely to have been exceeded. Allegations of interference in licensed spectrum (spectrum that telecommunications carriers have paid for) will be investigated firstly by the closest office to the region in which the interference occurred and may be escalated to a central office if necessary.
13. If the consumers prices for local or long distance are going to change?	The Australian Competition and Consumer Commission has some involvement where the prices are those charged by the former monopoly incumbent, but pricing is not directly regulated.
14. If a consumer has a complaint about an operator?	The Telecommunications Industry Ombudsman (an industry-funded scheme to which operators are obliged to belong by legislation) has the jurisdiction for responding to resolving complaints by consumers about operators, where the consumer has not been able to resolve the matter with the operator.
15. In organizing and implementing a universal access plan, if any?	The Universal Service Obligation is organized by the Funding and Subsidies Team in the Melbourne office. There may also be some work undertaken with the Department of Communications Information Technology and the Arts.
16. In enforcing rules, issuing fines, and other judgments?	This depends on the nature of the rule. For example, where technical standards have been breached, it is likely that the office closest to the region in which the breach occurred would investigate and issue a fine (if necessary). Where the rule breached is more complicated in nature or involves a request for an exemption from obligations under the law, then the matter is likely to be dealt with in one of the two central offices located in Canberra and Melbourne. Such breaches may result in legal action through the courts to issue penalties.

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	
18. When disputes arise between broadcasters and program providers?	
19. When a viewer has complaints about a program?	
20. When deciding which programs a broadcaster is required to carry?	

Internet	
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21. When issuing a license, if a license is required?	Internet service providers (ISPs) are not required to hold a license. However, if the ISP owns a network unit (a piece of telecommunications infrastructure) such as WLAN equipment and the ISP provides services to the public using that equipment, then the ISP may require a carrier licence.
22. When a consumer has a complaint about an Internet service provider?	<p>Under Part 6 of the Telecommunications (Consumer Protection and Service Standards) Act 1999, Internet service providers are required to register as members of the Telecommunications Industry Ombudsman (TIO) scheme.</p> <p>The TIO provides a free and independent dispute resolution scheme for consumers who have a complaint about their telephone or Internet service. The TIO was established by the Federal Government in 1993, and is independent of industry, the government and consumer organisations. Before lodging a complaint with the TIO, a consumer must first take reasonable steps to resolve the matter through the internal complaints mechanisms of the ISP involved.</p>
23. If there are disputes between Internet service providers?	<p>Notwithstanding the scenarios described below, Federal government agencies generally do not become involved in disputes between ISPs. Most disputes of this type are resolved through negotiation between the disputing parties with reference, where appropriate, to industry-developed codes of practice, or if necessary, with resort to the judicial system.</p> <p>Under Part XIC of the Trade Practices Act 1974, the ACCC is responsible for arbitrating disputes between ISPs (and other types of carriage service provider) regarding the terms and conditions of a service provider's access to certain types of service. Decisions of this type made by the ACCC may be appealed to the Federal Court.</p> <p>The Australian Communications Authority (ACA) may become involved in a dispute between ISPs if the dispute relates to a legislative matter within the agency's jurisdiction. For example, if a dispute relates to a matter covered by an industry code registered with the ACA under the Telecommunications Act 1997 or by a service provider rule made by the ACA under that Act, the disputing parties may approach the ACA to investigate the matter, following which the ACA may issue a formal direction to a service provider to comply with the requirements of the applicable code or rule. Decisions of this type made by the ACA may be appealed to the Administrative Appeals Tribunal or the Commonwealth Ombudsman (independent bodies set up to review administrative decisions). Alternatively, a dispute in relation to the breach of an industry code by a signatory of that code may be investigated by the Australian Communications Industry Forum, an industry-funded body that develops the majority of Australian telecommunications industry codes of practice.</p>

Australian Communications Authority

Organisational Chart and Staff Numbers

Authority	7
Legal Group	11
Corporate Management Group	5
CMG-Communications	6
CMG-Computer Services	11
CMG-Corporate Governance	4
CMG-Facilities Management	3
CMG-Finance Team	11
CMG-Graduates	4
CMG-Human Resources	13
CMG-Information Management	9
Radiocommunications	2
Customer Services Group	2
CSG - NSW RO	35
CSG - Nth Aust RO	8
CSG - Sthn QLD RO	22
CSG - WA RO	15
CSG CO - Comp & Tech	8
CSG CO-Bus Strategy	6
CSG CO-Bus Systems	2
CSG CO-Cust Services	8
CSG-Sthn Aust RO	46
Radiofrequency Planning	2
RPG-International R-comms	8
RPG-Space Systems	14
RPG-Spectrum Planning	10
Spectrum. Marketing Group	1
SMG-Market Analysis	2
SMG-Market Strategy	3
SMG-Spect. Marketing	5
Telecommunications	2
Consumer & Universal Services Obligation.	2
CUSOG - Subsidies & Funding	4
CUSOG-Codes & Consumer Safeguards	8
CUSOG-Consumer Awareness	8
Standards & Compliance Group	2
SCG - R-Comm Standards	8
SCG - T-Comm Standards	12
SCG-Cust Cable & Acc	9
SCG-International Tele-communications	6
Telecommunications Analysis Group	2
TAG-Futures Panel	1
TAG-Industry Monitoring	8
TAG-Industry Reporting	2
TAG-Industindustry Analysis	5
T-com Licencing Group	2
TLG-Licensing & National Interests	8
TLG-Network Selection	5
TLG-Numbering	11
Grand Total	388

Australian Communications Authority
Organisational Structure
February 25, 2003

Chair, Deputy Chair
Member
Member, Part-time

Senior Executive Manager
Radiocommunications

Radiofrequency Planning Group
Spectrum Planning
International R/Comms
Space Systems

Spectrum Marketing Group
Spectrum Marketing
Market Strategy
Market Analysis

Customer Service Group
Human Resources
Finance
Facilities & Service
Communications
Corporate Governance
Information Management
Computing Services

Senior Executive Manager
Telecommunications

T/Comms Licensing Group
Numbering
Network Selection
Licensing, National Interests

T/Comms Analysis Group
Industry Analysis
Industry Monitoring
Industry Reporting
Futures Panel Coordinator

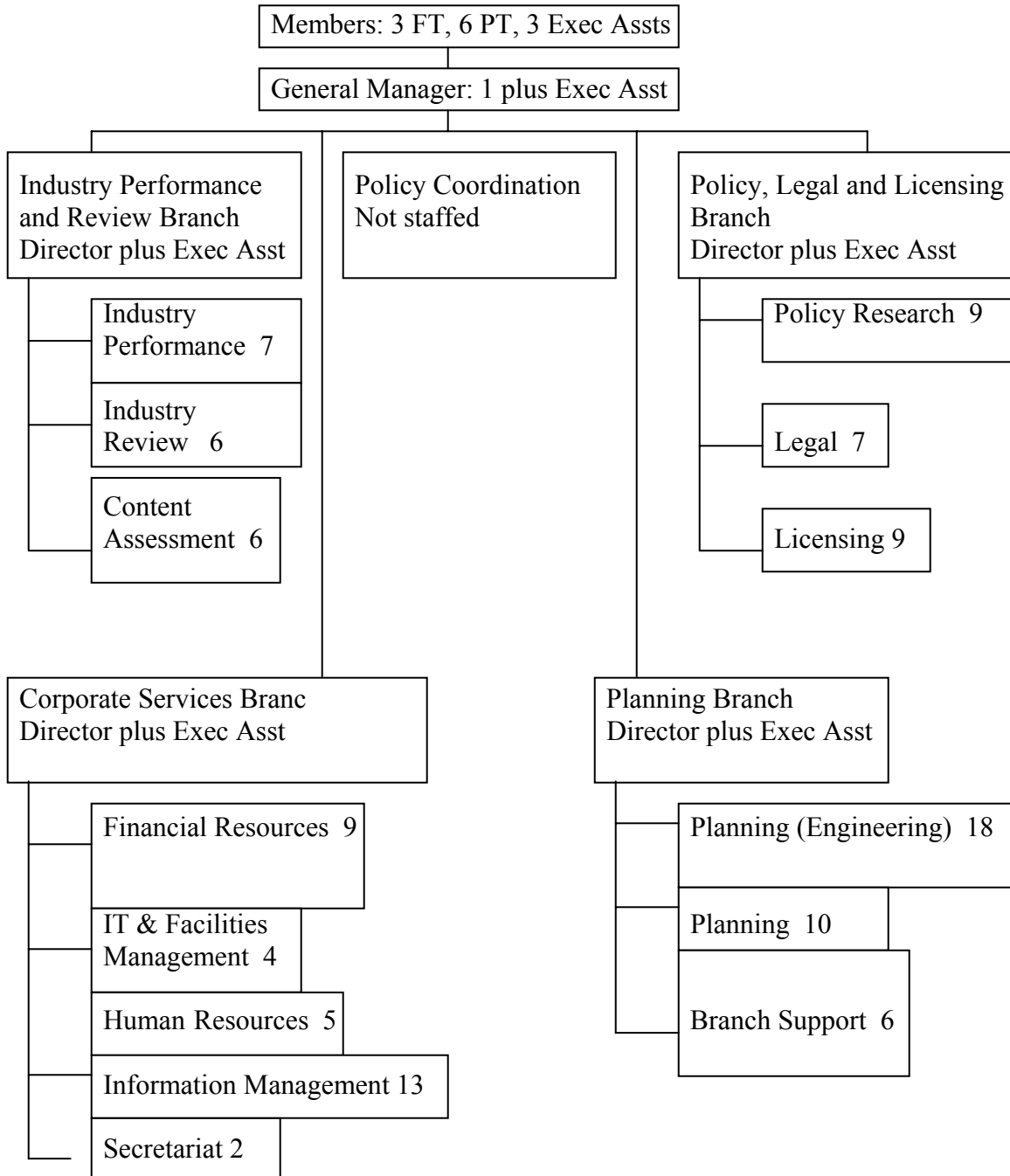
Standards and Compliance Group
T/comms Standards
R/comms Standards
Customer Cabling & Access
International T/Comms

Consumer & Universal Service
Obligation Group
Consumer Awareness
Codes, Consumer Safeguards
Funding & Subsidies

Legal

Associate Member, 1
Eligible Associate Members, 6

**Australian Broadcast Authority
Structure Chart
June 30, 2003**



BRAZIL: Agência Nacional de Telecomunicações (ANATEL)

General	
1. How many officials are in your organization?	1,418 (May 2003)
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	Engineers, 371 (26%); Lawyers, 95 (7%); Economists, 58 (4%); Attorneys, 19 (1%); Accountants, 26 (2%); Business Administration, 56 (4%); Psychologists, 5 (0,4%) ; Journalists, 9; System Analysts, 38 (3%).
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	Yes, generally from Agency to Industry.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes, but predominantly among high skilled persons.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	Yes
6. How is your organization funded?	Regulatory fees
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	The head is appointed by the President of the Republic (PR), approved by the Federal Senate and nominated by PR. He can stay for the period defined at the moment of his nomination. The pre-requisites are: to be Brazilian native; have a graduate degree; be a recognized person in his field of specialty; have a good standing reputation. He can be removed from the Office only as a result of resignation, administrative disciplinary proceedings or final judicial decision.
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	Anatel is linked to the Ministry of Communications; and has a complementary role to CADE (Administrative Council of Economic Defense), an antitrust body linked to the Ministry of Justice), in anti-competitive telecommunication matters.

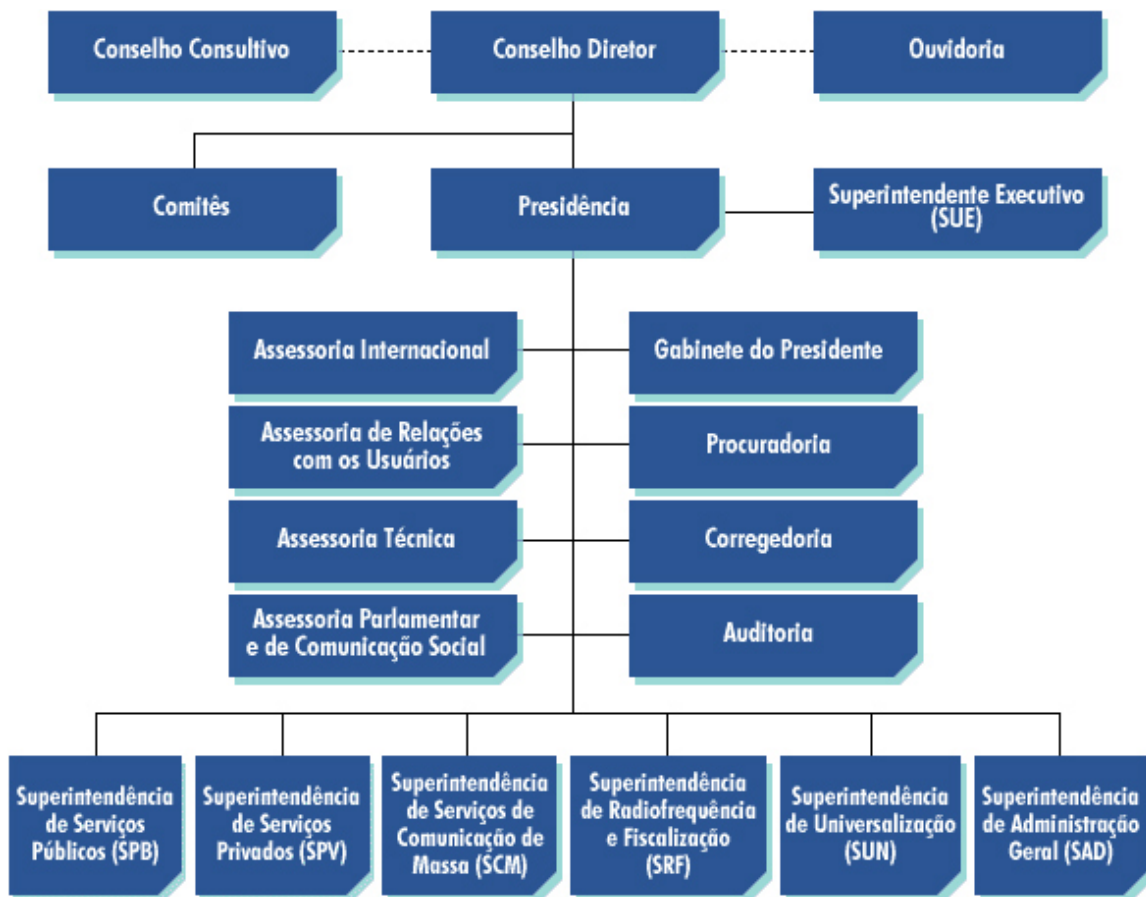
Telecommunications	
9. When issuing a new wireline license?	Superintendence for Public Services (SPB), Superintendence for Private Services (SPV)
10. When issuing a new wireless license?	Superintendence for Public Services (SPB), Superintendence for Private Services (SPV) Superintendence for Radio Frequencies (SRF)
11. If there is a dispute between operators over interconnection?	Superintendence for Public Services (SPB), Superintendence for Private Services (SPV)
12. If a wireless operator has a complaint about interference?	Superintendence for Public Services (SPB), Superintendence for Private Services (SPV) Superintendence for Radio Frequencies (SRF)
13. If the consumers prices for local or long distance are going to change?	Superintendence for Public Services (SPB), Superintendence for Private Services (SPV)
14. If a consumer has a complaint about an operator?	Consumer Affairs Office (ARU), Superintendence for Public Services (SPB), Superintendence for Private Services (SPV), Superintendence for Mass Communications Services
15. In organizing and implementing a universal access plan, if any?	Superintendence of Universal Access (SUN), Superintendence for Public Services (SPB)
16. In enforcing rules, issuing fines, and other judgments?	Superintendence for Public Services (SPB), Superintendence for Private Services (SPV) Superintendence for Radio Frequencies (SRF)

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	Superintendence for Mass Communications Services for cable and satellite television; and for terrestrial television only for MMDS; Ministry of Communications for radio licenses.
18. When disputes arise between broadcasters and program providers?	Administrative Council of Economic Defense (CADE)
19. When a viewer has complaints about a program?	Ministry of Justice, Ministry of Culture
20. When deciding which programs a broadcaster is required to carry?	Ministry of Communications, Ministry of Justice, Superior Electoral Tribunal (TSE)

Internet	
21. When issuing a license, if a license is required?	Anatel does not regulate value-added services like Internet.
22. When a consumer has a complaint about an Internet service provider?	
23. If there are disputes between Internet service providers?	

Anatel's present structure

(June 27, 2003)



CANADIAN RADIO TELECOMMUNICATIONS COMMISSION (CRTC)

General	
1. How many officials are in your organization?	According to its Report on Plans and Priorities, the CRTC has 420 full-time employees for 2003-04.
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	NA
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	Yes.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	The Government of Canada supports a range of recruitment programs.
6. How is your organization funded?	Fees.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	Appointment by the Governor-in-Council for a five-year term.
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	The CRTC works most closely with the Departments of Canadian Heritage and Industry.

Telecommunications	
9. When issuing a new wireline license?	
10. When issuing a new wireless license?	
11. If there is a dispute between operators over interconnection?	
12. If a wireless operator has a complaint about interference?	
13. If the consumers prices for local or long distance are going to change?	
14. If a consumer has a complaint about an operator?	
15. In organizing and implementing a universal access plan, if any?	
16. In enforcing rules, issuing fines, and other judgments?	

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	
18. When disputes arise between broadcasters and program providers?	
19. When a viewer has complaints about a program?	
20. When deciding which programs a broadcaster is required to carry?	

Internet	
21. When issuing a license, if a license is required?	ISPs do not require licenses.
22. When a consumer has a complaint about an Internet service provider?	CRTC has forborne from regulating ISPs' retail services. Consumers have same avenues for recourse as in other competitive markets (e.g. industry associations, better business bureaux, courts, etc.).
23. If there are disputes between Internet service providers?	Depending on the nature of the issue, disputes between ISPs could be addressed by the competition authority (Competition Bureau) or by the telecom regulator (CRTC) on matters of access/interconnection.

HONG KONG, CHINA SAR: OFFICE OF THE TELECOMMUNICATIONS AUTHORITY (OFTA)

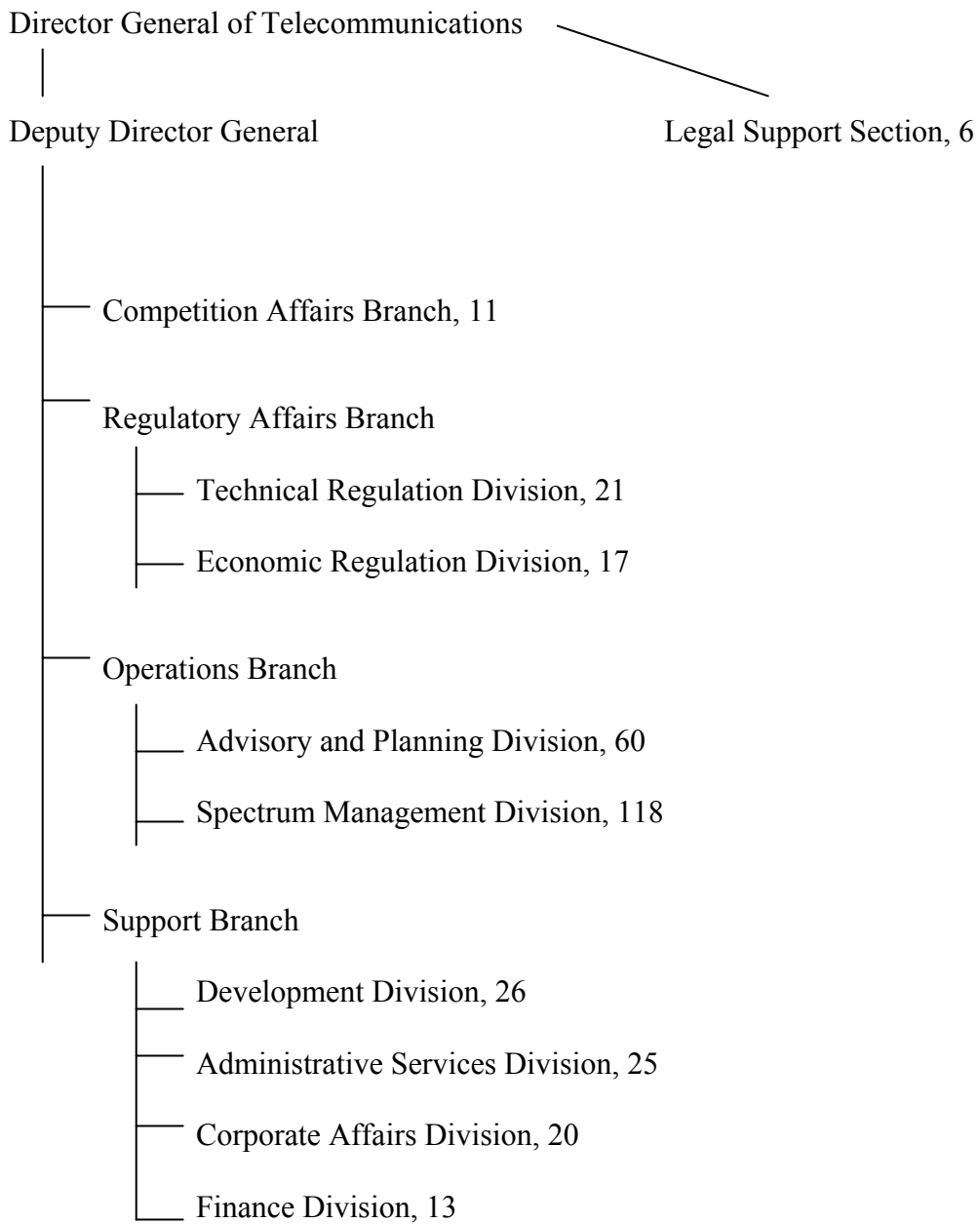
General	
1. How many officials are in your organization?	As at end-May 2003, the total number of staff in OFTA is 338.
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	<p>Percentage of staff in various professions are :</p> <ul style="list-style-type: none"> • Accountants and economists : 14 (4.1%) - including officers in the Competition Affairs and Regulatory Affairs Branches carrying out functions as accounting and economic analysts • Attorneys : 6 (1.8%) • Engineers : 41 (12.1%)
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	There is no barrier for staff to move from the public to private sector or vice versa. OFTA has not tracked the career development of ex-colleagues.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Some general grade staff may rotate to other government departments/bureaux as part of their career development. Selected staff may also be posted to other departments/bureaux temporarily to broaden the scope of the officers.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	Yes, depending on job requirements and ranking, we have established recruitment procedures, including written applications, interviews, written tests, etc.
6. How is your organization funded?	OFTA operates under a “trading fund”, that is, on a self-financing basis. The main revenue comes from licence fees and charges are made of services provided by OFTA.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	OFTA was established in 1993 and since then only two persons have served as heads of department, one from 1993 to 1997 while the present one from 1997 to present. The present head of department was selected from a promotion exercise. There is no designated period of terms of office or definite cause of leaving. Normally, the head will leave the department upon posting change, retirement, resignation, etc.
8. With which other organizations in the government do you work closely, and what is your organization’s relationship to them?	<p>Commerce, Industry and Technology Bureau (CITB) is the policy bureau responsible for the telecommunications and broadcasting policies in Hong Kong.</p> <p>OFTA provides support to the Broadcasting Authority (BA) and Television and Entertainment Licensing Authority (TELA) on the technical aspect of broadcasting issues</p> <p>Trade and Industry Department (TID) works closely with OFTA on various trade issues concerning telecommunications sector, e.g. WTO issue, control of strategic commodities.</p> <p>OFTA also assist Marine Department (MD) in ship surveying and vessel licensing matters concerning radio.</p> <p>Innovative Technology Commission (ITC) works with OFTA on accreditation and standardisation issues.</p>

Telecommunications	
9. When issuing a new wireline license?	Economic Regulation Division / Technical Regulation Division
10. When issuing a new wireless license?	Mobile Carrier Licence – Economic Regulation Division / Technical Regulation Division / Spectrum Management Division Licence for other radiocommunication systems - Spectrum Management Division
11. If there is a dispute between operators over interconnection?	Competition Affairs Branch / Economic Regulation Division / Technical Regulation Division / Legal Support Section (Actual involvements depend on nature of dispute)
12. If a wireless operator has a complaint about interference?	Spectrum Management Division
13. If the consumers prices for local or long distance are going to change?	Competition Affairs Branch / Economic Regulation Division
14. If a consumer has a complaint about an operator?	Corporate Affairs Division
15. In organizing and implementing a universal access plan, if any?	Economic Regulations Division
16. In enforcing rules, issuing fines, and other judgments?	Spectrum Management Division

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	Broadcasting Authority / Television and Entertainment Licensing Authority / Advisory and Planning Division of OFTA.
18. When disputes arise between broadcasters and program providers?	There is no provision for government in handling disputes between broadcasters and program providers which are considered commercial issues between both parties
19. When a viewer has complaints about a program?	Broadcasting Authority / Television and Entertainment Licensing Authority.
20. When deciding which programs a broadcaster is required to carry?	Broadcasting Authority / Television and Entertainment Licensing Authority.

Internet	
21. When issuing a license, if a license is required?	Economic Regulation Division / Technical Regulation Division
22. When a consumer has a complaint about an Internet service provider?	Corporate Affairs Division
23. If there are disputes between Internet service providers?	There is no specific provision for the government to intervene commercial dispute between ISPs. If the disputes are of telecommunications nature, (e.g. interconnection over in-building system) they will be dealt with under the procedures for telecommunication disputes.

OFTA
Organisation Chart
October 4, 2003



HUNGARY: Hírközlési Felügyelet (HIF)

General	
1. How many officials are in your organization?	We have 490 employees=480 civil servants +10 other employees
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	Approximately there are 30% engineers (decreasing) 10% engineers holding also economics or juridic postgraduate 15% economists (growing) 10% accountants 5% lawyers (growing) 20% has no high level profession (logistics)
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	Young people, after 2-3 years of experience of civil service go to the industry. Middle-age people, over the age of 50 come back to the civil service. There are some examples moving people from industry to public administration at managerial level, but there are very few examples of going back from administration to the industry.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	There are some moving between public institutions from the authority to the Ministry as a promotion.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	There are two examinations for civil servants: basic for everybody working in public administration, and a professional one only for highly educated professionals. The material is mainly about legislative framework at national level and for professionals legislation also at EU level.
6. How is your organization funded?	It is funded directly from the market through the fees of scarce resources (frequency fee, numbering fee) It has also a fee for supervising the registered market. These fees are stated in the legislative framework of the market.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	The law says (2001 rules): Selection is the duty of the responsible Minister, but candidates have to be discussed with a board of high level professionals (mainly academics), the appointment is by the prime minister (this might be changed). The appointment is for 6 years, with possible extension. The head leaves if he/she retires, resigns, becomes unable or unfit for the job. The real experiences: The presidents real periods were: 1992-93 Mr.Nemcsics, later he retired 1994-98 Dr. Krupanics, he was promoted by the Minister 1998-99 Mr. Kauser, later he retired 1999-2001 Mr. Frischmann (under previous rules) 2001-2007 appointed Mr. Frischmann (under existing rules) Legislative framework of institution changed in 1992, 1997, 2001, and it is also under a changing process in 2003

8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	Competition Authority of Hungary relation clearly stated in the law, in addition we have a co-operation agreement Consumer Protection Inspectorate we have a co-operation agreement and good relationship
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Telecommunications	
9. When issuing a new wireline license?	There is only a notification by Communications Authority of Hungary
10. When issuing a new wireless license?	There are three ways frequency assignments first in first out, competitive or comparative bidding. There is a co-operation between the Communications Authority, Ministry and the Governmental users
11. If there is a dispute between operators over interconnection?	Communications Arbitration Committee (part of Authority)
12. If a wireless operator has a complaint about interference?	Communications Authority has own spectrum monitoring system
13. If the consumers prices for local or long distance are going to change?	Communications Authority, Ministry of Informatics and Communications, Ministry of Finance
14. If a consumer has a complaint about an operator?	Communications Authority and Consumer Protection Inspectorate
15. In organizing and implementing a universal access plan, if any?	Communications Authority
16. In enforcing rules, issuing fines, and other judgments?	Communications Authority

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	National Radio and Television Committee (ORTT) Communications Authority
18. When disputes arise between broadcasters and program providers?	Only National Radio and Television Committee (ORTT)
19. When a viewer has complaints about a program?	
20. When deciding which programs a broadcaster is required to carry?	

Internet	
21. When issuing a license, if a license is required?	
22. When a consumer has a complaint about an Internet service provider?	
23. If there are disputes between Internet service providers?	

INDIA: TELECOM REGULATORY AUTHORITY OF INDIA (TRAI)

General	
1. How many officials are in your organization?	147
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	Engineers - 20% Economists - 15% Accountants - 10% Legal - 5% Others - 50% Total - 100%
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	It is not common but in some cases individuals move from TRAI office to <u>Government/Public Sector Units</u> and vice versa.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes but on secondment.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	Yes, there are set procedures/rules for recruitment of personnel in TRAI.
6. How is your organization funded?	Funded by Government from Consolidated Fund of India.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	<p>The head of the organization (Chairperson) is appointed by the central government from amongst the persons who have special knowledge of, and professional experience in, telecommunication, industry, finance, accountancy, law, management, or consumer affairs. He should have worked at a level equivalent to Secretary to the Government in any of the above field.</p> <p>The other conditions of the office of Chairperson are as follows:</p> <ul style="list-style-type: none">• The Chairperson shall hold office for a term not exceeding 3 years from the date on which he enter upon his office or until he attain the age of sixty five years, whichever is earlier.• The employee of the Government on his selection as the Chairperson shall have to retire from service before joining as the Chairperson.• The Chairperson ceasing to hold office as such, shall be ineligible for further employment under the Central Government or any State Government. He shall not accept any commercial employment, for a period of one year from the date he ceases to hold such office. He leaves after completion of his tenure of 3 years. He can be removed from office in certain conditions of insolvency, morality, abusing the position etc. after being given a hearing in the matter.

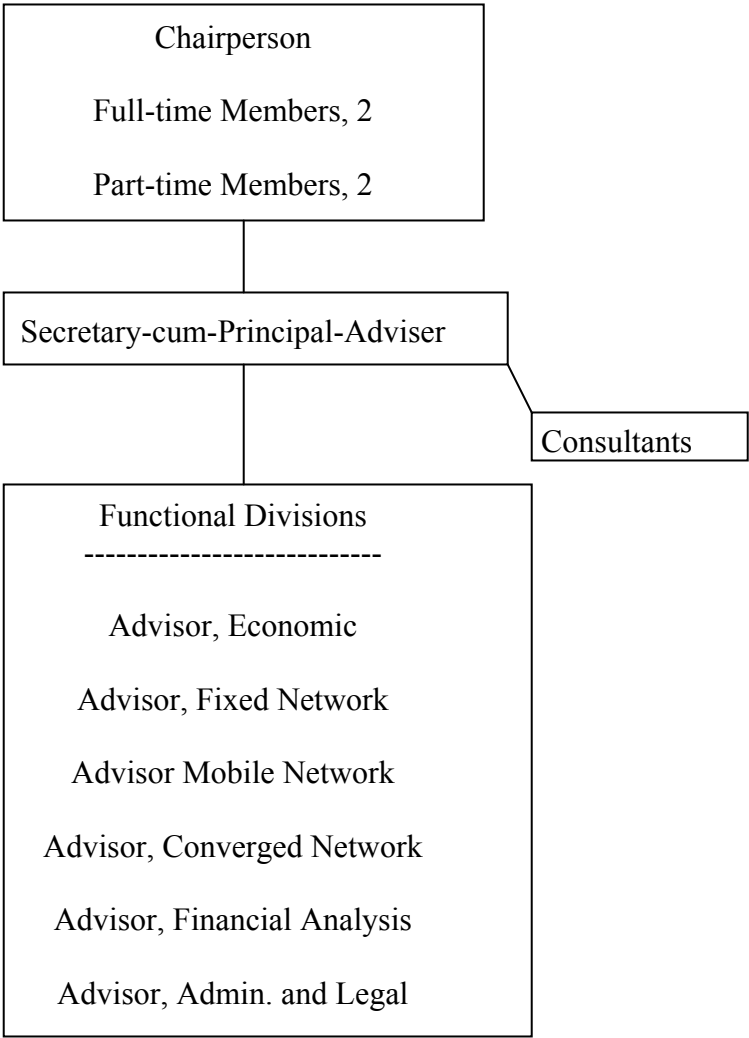
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	The main agencies include the Department of Telecommunication (Ministry of Communications & Information Technology), Telecom Engineering Centre (TEC) (the standardization arm of Department of Telecommunication), Wireless Planning and Coordination (the Spectrum Management Agency).
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Telecommunications	
9. When issuing a new wireline license?	TRAI through its recommendations, Department of Telecommunications (Ministry of Communications & Information Technology) which is the Licensing Authority.
10. When issuing a new wireless license?	TRAI through its recommendations, Department of Telecommunications and Wireless Planning & Coordination Wing of Ministry of Communications & Information Technology.
11. If there is a dispute between operators over interconnection?	Telecom Regulatory Authority of India; Telecom Dispute Settlement and Appellate Tribunal (TDSAT).
12. If a wireless operator has a complaint about interference?	Wireless Planning and Coordination Wing of Ministry of Communications & Information Technology; TRAI.
13. If the consumers prices for local or long distance are going to change?	TRAI.
14. If a consumer has a complaint about an operator?	For individual complaints, consumer has to approach Consumer Courts. However, systematic complaints can be lodged with TRAI also.
15. In organizing and implementing a universal access plan, if any?	Universal Service Administrator, with the Department of Telecommunications, Ministry of Communications & Information Technology, and TRAI.
16. In enforcing rules, issuing fines, and other judgments?	Between consumer and operators-Consumer Courts Between Operator and regulator/Government- Telecom Disputes Settlement & Appellate Tribunal (TDSAT)

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	
18. When disputes arise between broadcasters and program providers?	
19. When a viewer has complaints about a program?	
20. When deciding which programs a broadcaster is required to carry?	

Internet	
21. When issuing a license, if a license is required?	Department of Telecommunications, Ministry of Communications & Information Technology.
22. When a consumer has a complaint about an Internet service provider?	For individual complaints, consumer has to approach Consumer Courts, however, systematic complaints can be lodged with TRAI.
23. If there are disputes between Internet service providers?	Telecom Regulatory Authority of India; TDSAT.

Organization Chart of the TRAI Secretariat



ITALY: Autorità per le Garanzie nelle Comunicazioni (AGCOM)

General	
1. How many officials are in your organization?	248
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	It's not so common, but it happens
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes, some of AGCOM officials come from other government organizations. A few have also moved the other way.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	There are internal procedure for recruitment of personnel, which provides written and oral examinations
6. How is your organization funded?	AGCOM is an independent Authority, established by law n.249 of 31 July 1997. The two main tasks assigned to AGCOM by this law are to ensure equitable conditions for fair market competition and to protect fundamental rights of all citizens. AGCOM is accountable to Italian Parliament which has established its powers, defined its statutes and elected its members. Funding are granted partly by the Treasury and partly by Operator's contributions (based on an income percentage)
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	AGCOM's President is elected by Prime Minister, and he is in office for a seven years term.
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	AGCOM works closely with the Ministry of Communications, as both our organizations have competencies on very tied matters, and also with NCA

Telecommunications	
9. When issuing a new wireline license?	Wireline and wireless licenses are, since 2001, issued by the Ministry of Communications
10. When issuing a new wireless license?	Wireline and wireless licenses are, since 2001, issued by the Ministry of Communications
11. If there is a dispute between operators over interconnection?	The Department of Guarantees and Disputes
12. If a wireless operator has a complaint about interference?	
13. If the consumers prices for local or long distance are going to change?	The Department of Supervision and Control
14. If a consumer has a complaint about an operator?	The Department of Supervision and Control
15. In organizing and implementing a universal access plan, if any?	
16. In enforcing rules, issuing fines, and other judgments?	The Regulation Department

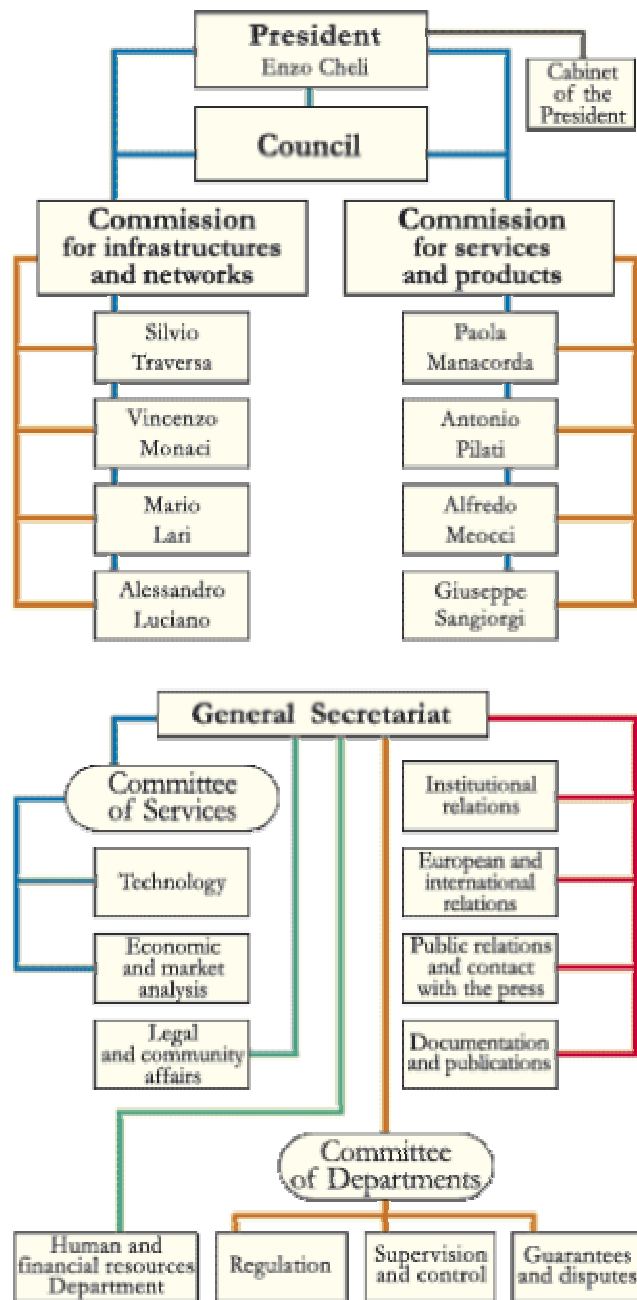
Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	AGCOM (Department of Supervision and Control) issues satellite TV license; cable television, terrestrial TV and radio licenses are granted by the Ministry of Communications
18. When disputes arise between broadcasters and program providers?	The Department of Guarantees and Disputes
19. When a viewer has complaints about a program?	The Department of Guarantees and Disputes and the Department of Supervision and Control
20. When deciding which programs a broadcaster is required to carry?	There are no must carry rules in Italy.

Internet	
21. When issuing a license, if a license is required?	Administrative authorisations are, since 2001, issued by the Ministry of Communications
22. When a consumer has a complaint about an Internet service provider?	
23. If there are disputes between Internet service providers?	The Department of Guarantees and Disputes

AGCOM**Staff per each unit:**

Cabinet of the President	7
Commission for Infrastructure and networks	16
Commission for Services and products	15
General Secretariat	31
Technology	3
Economic and Market Analysis	11
Legal and Community Affairs	8
Institutional Relations	8
European and International Relations	4
Public Relations	11
Documentation and Publication	3
Human and Financial Resource Dpt	56
Regulation Dpt	23
Supervision and Control	34
Guarantees and Disputes	18

AGCOM ORGANIZATIONAL STRUCTURE, 2003



JAPAN: Ministry of Public Management, Home Affairs, Posts and Telecommunications (MPHPT)

General	
1. How many officials are in your organization?	<p>283 officials at Information and Communications Policy Bureau, 326 at Telecommunications Bureau, 7 at Telecommunications Business Dispute Settlement Committee (Secretariat).</p> <p>On June 1, 2003, Telecommunications Consumer Policy Division was newly established for the purpose of enforcing a system for consumer protection.</p> <p>Ministers Secretariat coordinates the Ministry mainly from personnel, organization and budgeting aspects.</p> <p>In addition, 11 Regional Bureau of Telecommunications are in charge of the issues of each region.</p>
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	The number is unavailable though the staff is classified official and technical official.
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	In general, it is not common for someone to serve as an official and then move to work in industry, or vice versa.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	In general, it is common for someone to move from one government organization to another.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	The Ministry of Public Management, Home Affairs, Post and Telecommunications shall employ out of successful candidates who passed recruitment examinations implemented by the National Personnel Authority.
6. How is your organization funded?	The Cabinet shall prepare and submit to the Diet for its consideration and decision a budget for each fiscal year based on the Constitution of Japan. In case of this, the Cabinet shall prepare and submit it as a representative of all national organizations including the Ministry of Public Management, Home Affairs, Post and Telecommunications.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	The Prime Minister shall appoint and may remove the head of the organization, the Minister of the Ministry of Public Management, Home Affairs, Post and Telecommunications. The Prime Minister and other Ministers must be civilians, and the Prime Minister and majority of other Ministers must be members of the Diet based on the Constitution of Japan, but basically it is The Prime Minister's discretion about how long the head may serve in the office, and other conditions to the office.
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	The Communications Research Laboratory, for example. It has been inaugurated as a part of organizations of the Ministry of Posts and Telecommunications (present the Ministry of Public Management, Home Affairs, Post and Telecommunications). It became an independent administrative institution, but still contributes development of information and communications while keeping up with the Ministry.

Telecommunications	
9. When issuing a new wireline license?	Telecommunications Business Department, Telecommunications Bureau
10. When issuing a new wireless license?	Radio Department, Telecommunications Bureau
11. If there is a dispute between operators over interconnection?	Telecommunications Business Department, Telecommunications Bureau Telecommunications Business Dispute Settlement Committee
12. If a wireless operator has a complaint about interference?	Radio Department, Telecommunications Bureau
13. If the consumers prices for local or long distance are going to change?	Telecommunications Business Department, Telecommunications Bureau
14. If a consumer has a complaint about an operator?	Telecommunications Business Department, Telecommunications Bureau
15. In organizing and implementing a universal access plan, if any?	Telecommunications Business Department, Telecommunications Bureau
16. In enforcing rules, issuing fines, and other judgments?	Telecommunications Business Department, Telecommunications Bureau

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	Information and Communications Policy Bureau. The regional bureau of telecommunications may also be involved.
18. When disputes arise between broadcasters and program providers?	Basically, these are disputes that would settle between broadcasters and program providers, but they may be participated by the Ministry of Public Management, Home Affairs, Post and Telecommunications from a viewpoint of jurisdiction of broadcasting. The regional bureau of telecommunications may also be involved.
19. When a viewer has complaints about a program?	Basically, these are problems that would resolve between a broadcaster and a viewer, but they may be participated by the Ministry of Public Management, Home Affairs, Post and Telecommunications from a viewpoint of jurisdiction of broadcasting. The regional bureau of telecommunications may also be involved.
20. When deciding which programs a broadcaster is required to carry?	Basically, a broadcaster may decide which programs is required to carry, but they may be participated by the Ministry of Public Management, Home Affairs, Post and Telecommunications from a viewpoint of jurisdiction of broadcasting. The regional bureau of telecommunications may also be involved.

Internet	
21. When issuing a license, if a license is required?	Telecommunications Business Department, Telecommunications Bureau. The regional bureau of telecommunications may also be involved.
22. When a consumer has a complaint about an Internet service provider?	Telecommunications Business Department, Telecommunications Bureau. The regional bureau of telecommunications may also be involved.
23. If there are disputes between Internet service providers?	Telecommunications Business Dispute Settlement Committee. The regional bureau of telecommunications may also be involved.

JORDAN

General	
1. How many officials are in your organization?	Currently there are eighty eight officials in the Telecommunications Regulatory Commission (TRC).
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	Engineers: 19.1%, economists: 10.1%, attorneys: 4.5%, accountants: 14.6%, admin officers: 16.8%, secretaries: 10.1%, technicians: 3.4, programmer: 1.1%, clerk/admin support staff 20.3%.
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	It is relatively common, however, in accordance with TRC Human Resources bylaw, former employees are not aloud to work in the industry for one year after leaving the TRC unless they have a written approval by the CEO consent to do so.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes, they can be shifted or seconded from governmental entity to another.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	Yes there are certain recruitment procedures that are in place including interviews, technical written exams, personality profiling, computer and English language competency tests.
6. How is your organization funded?	<p>The TRC has a financially and administratively independent juridical personality. In accordance with article 18 from the telecommunication law our organization TRC financial resources shall consist of the following sources.</p> <ul style="list-style-type: none"> a. The returns of the issuance and renewals of licenses and permits. b. The fees and revenues charged by the Commission for the services provided by it. c. The proceeds of fines imposed pursuant to the provisions of this Law. d. The grants received by the Commission with the approval of the Council of Ministers. e. The funds assigned for it in the general budget of the State. f. Any other resources approved by the Council of Ministers.

<p>7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?</p>	<ul style="list-style-type: none"> - The head of the TRC is appointed by a resolution of the Council of Ministers, upon nomination by the Prime Minister based on the recommendation of Minister of Information and Communications Technology. - The term of the Members of the Board shall be four years, renewable for a similar term, with the exception that in the first Commissions formed in accordance with this article, two of the Commissioners shall have terms of two years. No membership shall be terminated before the expiry of the term for any reason except in accordance with the provisions of this Law. - The membership of the appointed Board member shall not be terminated except for the following reasons: <ul style="list-style-type: none"> 1. Resignation. 2. Expiry of his term. 3. If he/she fails to attend three consecutive sessions or six non-consecutive sessions throughout the year without a reason acceptable to the Board. 4. If the conditions of paragraph (a) of Article (9) of the Law apply. Paragraph (a) of Article (9) provides that “No member of the Board shall have a direct or indirect interest in investments in the telecommunications sector throughout the term of his membership of the Board, and each member thereof shall, subject to legal liability, submit a declaration in writing to the effect that there is no interest for him or between him and the investors in the field of telecommunications, he shall also pledge to inform the Board of any interest or relation of the like that may develop during the term of his membership thereof .“ 5. If he forfeits any condition of membership. 6. If he commits a crime or an offense against morals and dignity. 7. If he becomes incapable, either physically or mentally, to perform the duties assigned to him as a member of the Board. - The Council of Ministers, upon the recommendation of the Minister of Information and Communications Technology, may terminate the membership of any Commissioner.
<p>8. With which other organizations in the government do you work closely, and what is your organization’s relationship to them?</p>	<p>Ministry of Information and Communications Technology & the Legislative Bureau.</p>

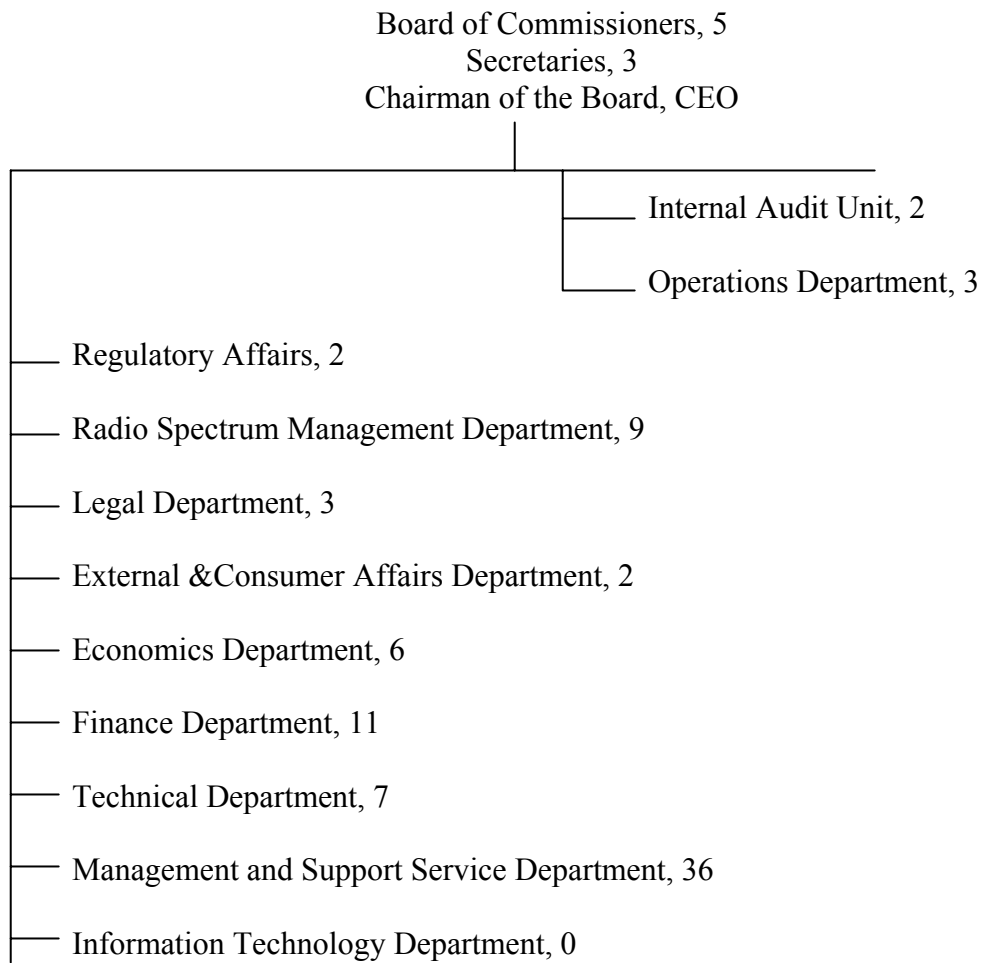
Telecommunications	
<p>9. When issuing a new wireline license?</p>	<p>Regulatory, Technical, Economic, Legal, Finance Departments.</p>
<p>10. When issuing a new wireless license?</p>	<p>Regulatory, Spectrum, Economic, Legal, Finance</p>
<p>11. If there is a dispute between operators over interconnection?</p>	<p>Regulatory, Technical, Economic, Legal,</p>

12. If a wireless operator has a complaint about interference?	Regulatory, Spectrum, Legal
13. If the consumers prices for local or long distance are going to change?	Regulatory, Economic, Legal
14. If a consumer has a complaint about an operator?	Regulatory, Technical, Spectrum, Economic, Legal
15. In organizing and implementing a universal access plan, if any?	Regulatory, Technical, Legal
16. In enforcing rules, issuing fines, and other judgments?	Regulatory, Legal, Finance

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	For the radio part the Spectrum Management Department
18. When disputes arise between broadcasters and program providers?	The Information and Media Commission
19. When a viewer has complaints about a program?	The Information and Media Commission
20. When deciding which programs a broadcaster is required to carry?	The Information and Media Commission

Internet	
21. When issuing a license, if a license is required?	Regulatory, Technical, Economic, Legal, Finance
22. When a consumer has a complaint about an Internet service provider?	Regulatory, Technical, Economic, Legal
23. If there are disputes between Internet service providers?	Regulatory, Technical, Economic, Legal

Telecom Regulatory Commission
Organizational Structure, 2003



KOREA, REPUBLIC OF.
Korean Broadcast Commission (KBC)
Ministry of Information and Communications (MIC)

General	
1. How many officials are in your organization?	MIC: 421 persons KBC: 46 officials (with 130 staff)
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	MIC: -Not available KBC: There is very low percentage of the staff come from engineers and attorneys in the KBC. Frankly speaking, that is our weakness in manpower of the KBC. About 50% of staff majored in mass communications in university or graduate school. About 20% majored in law and others in accounting, economics etc. For your reference, among 9 Commissioners, 6 from the terrestrial broadcasting companies or newspaper group, 1 is professor in mass communication department, 1 is lawyer and 1 from non-government organization
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	MIC: A government official is restricted from being employed by a private enterprise connected closely with the duties which he performed at the competent department for a period of two years after his retirement. In the case of vice versa, no restriction is applied, but it is not a common case. KBC: It has been rare for someone to serve as an official and then move to work in industry, or vice versa. However, recently many governmental organizations come to recognize that necessity and try to open some positions for people in the industry. For example, the new Minister of Information and Communications is Mr. Jin Dae-Jae who used to work for Samsung Eletronics , which is the biggest electronic company in Korea. Also, for the KBC, it will open some positions of directors such as audience dept. and Bureau of Regulation and Evaluation for people in the industry.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	MIC: Not so common especially in higher ranks. KBC: It is not common for someone to move from one government organization to another. However, among related government organizations, there are some personnel exchange.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	MIC: Basically, we admit officials into the government through open competition examinations, but when we need personnel with special expertise or experiences, we hire those people through special recruitment. KBC: There is a special exam such as a bar exam to be an official in the government.
6. How is your organization funded?	MIC: Our Ministry is fully funded by the government budget. KBC: The budget for our Commission comes from a "Broadcasting Development Fund". The Commission collects within 6% of advertising revenue from the terrestrial broadcasters, within 6% of annual revenue from satellite broadcasters and within 15% of operating profits from program provider for home shopping channel. The KBC operates a "Broadcasting Development Fund" for broadcasting development tasks and arts and culture promotion projects.

7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	<p>MIC: The Korean President appoints the Minister considering his/her job experiences or expertise. The Minister's term is usually one or one and a half year.</p> <p>What would cause the head of the organization to leave?</p> <p>The KBC is composed of nine commissioners chosen from among men and women representing various fields of society on the basis of their professional knowledge, and are appointed by the President of the Republic of Korea. Of the nine commissioners, three are nominated by the Chairman of the National Assembly after listening to the major parties represented in the Assembly. Another three are nominated by the National Assembly's Culture and Tourism Committee on the basis of their specialized knowledge of broadcasting and their representativeness of the viewers. And the remaining three are nominated by the Administration.</p> <p>The KBC has one chairman, one vice chairman, and three executive commissioners. The chairman is elected by the commissioners and appointed by the President while the vice-chairman and three executive members are elected by the commissioners.</p> <p>There is no specific article specified in Broadcasting Law on what would cause the head of the organization to leave. However, when the Chairman do not manage the Commission appropriately, he is asked to leave by the Press or public opinion and Labor Union of the KBC. In fact, there was an example that first KBC Chairman left because of his inability, not finishing his terms.</p>
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	<p>MIC works with:</p> <p>Ministry of Finance and Economy: Economic Policy</p> <p>Ministry of Government Administration and Home Affairs: Organization, Personnel</p> <p>Ministry of Planning and Budget: Budget</p> <p>Korea Broadcasting Commission (KBC): Dispute settlement for Broadcasting</p> <p>Ministry of Commerce, Industry and Energy, Ministry of Science & Technology : Industry promotion policy</p> <p>The KBC works with the Ministry of Culture and Tourism on audiovisual matters and Ministry of Information and Communications on telecommunication matters : especially, there are a lot of discussion to integrate our Commission and Ministry of Information and Communications to cope with the converged media environment and to make converged regulatory framework for broadcasting and telecommunication fields. However, it is not easy to converge two different organizations and it takes long time to do that.</p>

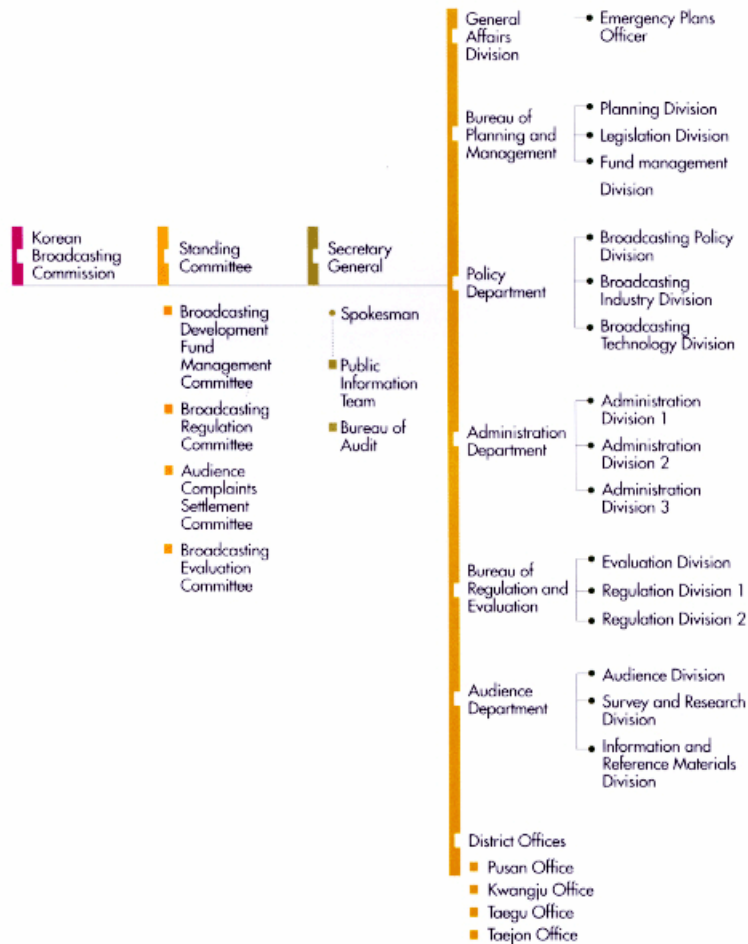
Telecommunications	
9. When issuing a new wireline license?	Telecommunications Business Promotion Bureau of the MIC(Ministry of Information and Communication)
10. When issuing a new wireless license?	Telecommunications Business Promotion Bureau of the MIC
11. If there is a dispute between operators over interconnection?	KCC(Korea Communication Commission)
12. If a wireless operator has a complaint about interference?	Radio & Broadcasting Bureau of the MIC

13. If the consumers prices for local or long distance are going to change?	Telecommunications Business Promotion Bureau of the MIC
14. If a consumer has a complaint about an operator?	KCC
15. In organizing and implementing a universal access plan, if any?	Telecommunications Business Promotion Bureau of the MIC
16. In enforcing rules, issuing fines, and other judgments?	KCC

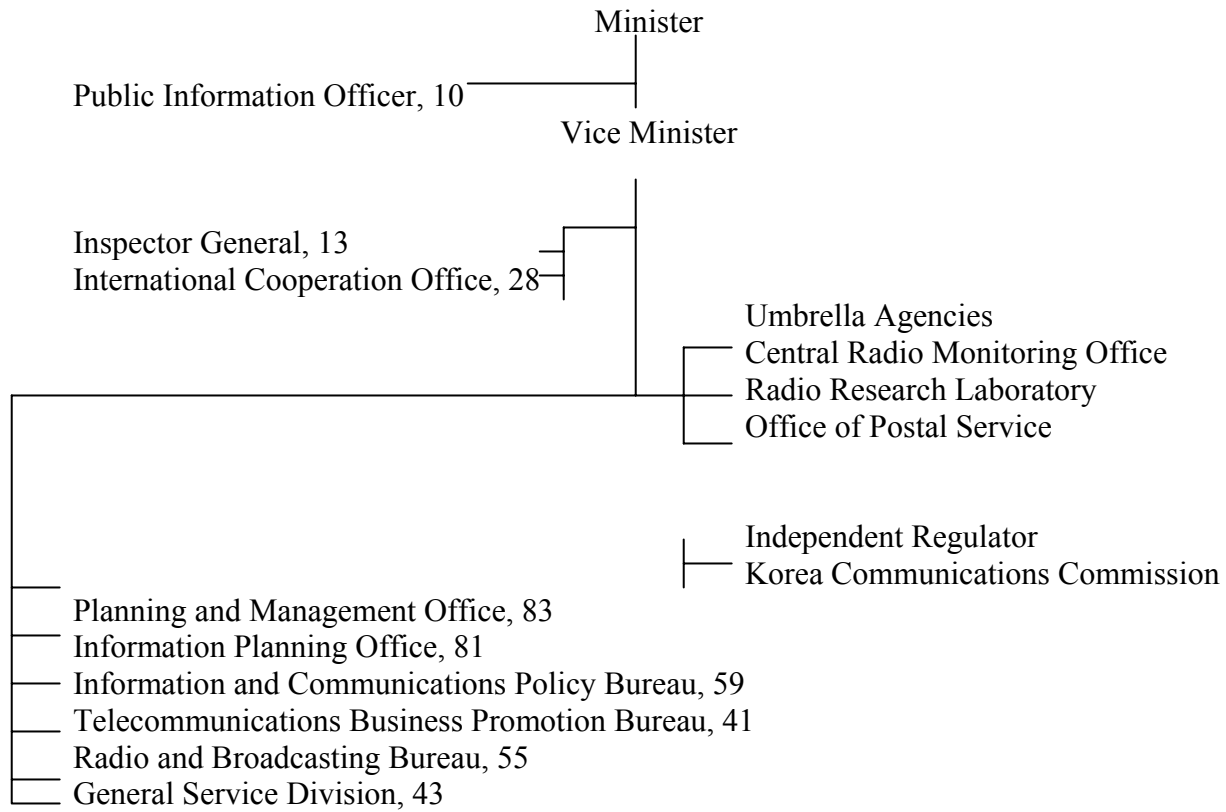
Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	<p>The KBC issues a license for a cable television, satellite TV, or terrestrial TV or radio. Specifically speaking, the Administration Dept. is responsible for matters regarding licensing.</p> <p>Classification: Offices in charge and procedures required Terrestrial: Recommendation of a license by Korea Broadcasting Commission (KBC) and its issuance by the MIC Ministry of Information and Communication (MIC) Satellite: Recommendation of a license by the KBC and its issuance by the MIC System Operator: Recommendation of a license by the KBC and its issuance by the MIC Relay Operator: Recommendation of a license by the KBC and its issuance by the MIC Program Provider: Registration to the KBC (Approval)</p>
18. When disputes arise between broadcasters and program providers?	The KBC is responsible for solving the disputes between broadcasters and program providers. Specifically speaking, the Administration Dept. takes care of the matters related cable operators and program providers.
19. When a viewer has complaints about a program?	The KBC reviews viewers' complaints to protect audience's rights. Viewer complaints are lodged through writing, fax, phone or on the Internet. Specifically speaking, the Audience Dept looks after the settlement of viewer complaints.
20. When deciding which programs a broadcaster is required to carry?	The KBC regulates the program content after it broadcast. Specifically speaking, the Bureau of Regulation and Evaluation is responsible for the regulation of

Internet	
21. When issuing a license, if a license is required?	No license is required. Notification of the service to the Telecommunications Business Promotion Bureau of the MIC is enough.
22. When a consumer has a complaint about an Internet service provider?	KCC (Korean Communications Commission)
23. If there are disputes between Internet service providers?	KCC

KOREAN BROADCAST COMMISSION, 2003



**Ministry of Information and Communications
2003**



MALAYSIA COMMUNICATIONS AND MULTIMEDIA COMMISSION (MCMC)

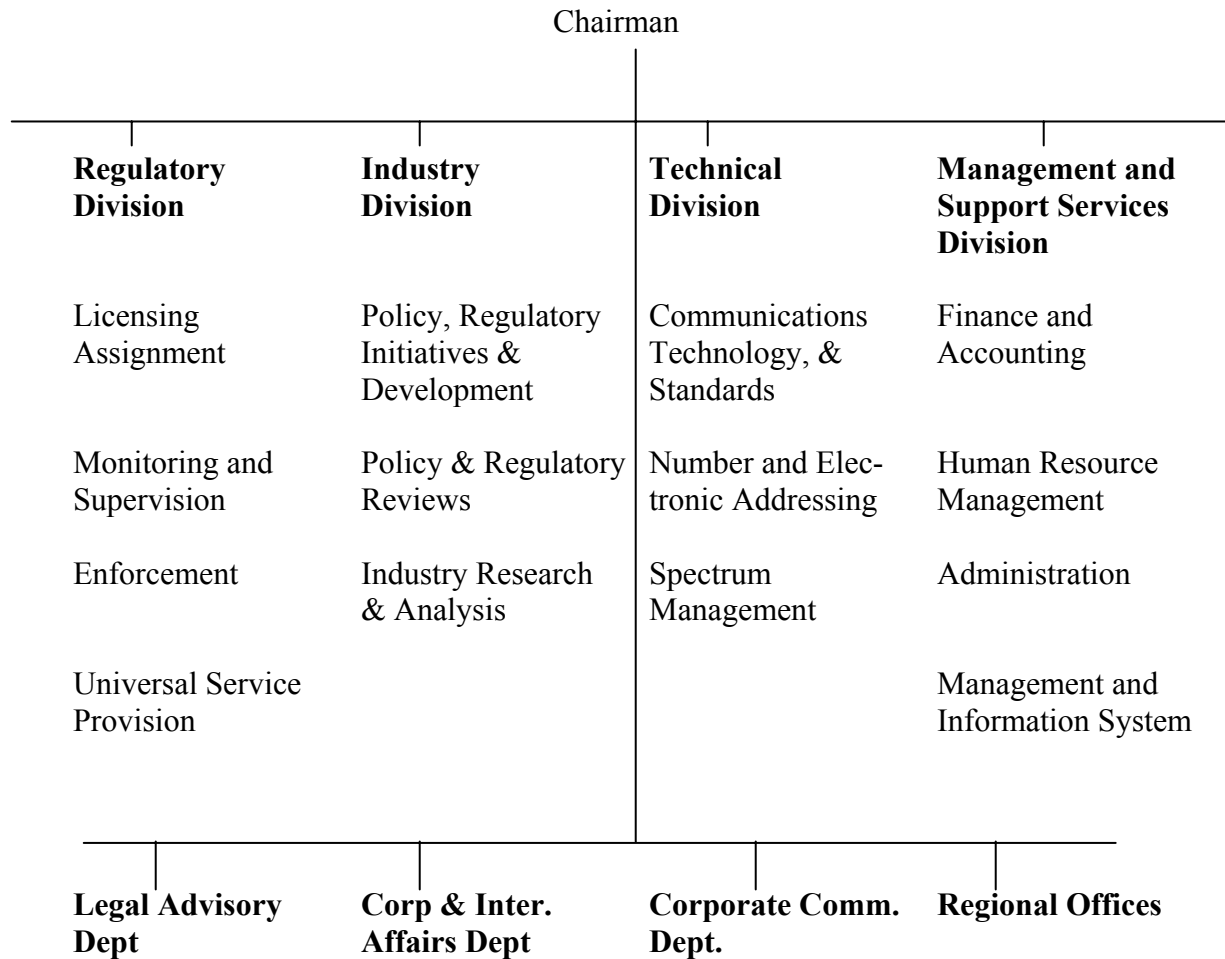
General	
1. How many officials are in your organization?	184
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	Engineers : 25% Economists : 3% Attorneys : 12% Accountants : 4%
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	Not so common
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	Yes, there is but MCMC has separate procedures
6. How is your organization funded?	From license fees
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	By Ministerial appointment / 3 years contract, renewable / Ministerial decision
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	Ministry of Energy, Communications and Multimedia, Ministry of Foreign Affairs, Ministry of Small Trades and Industries, Economic Planning Unit, State Governments
Telecommunications	
9. When issuing a new wireline license?	Regulatory Division

10. When issuing a new wireless license?	Regulatory Division
11. If there is a dispute between operators over interconnection?	Regulatory Division
12. If a wireless operator has a complaint about interference?	Regulatory Division
13. If the consumers prices for local or long distance are going to change?	Regulatory Division
14. If a consumer has a complaint about an operator?	Regulatory Division
15. In organizing and implementing a universal access plan, if any?	Development Division together with Regulatory Division
16. In enforcing rules, issuing fines, and other judgments?	Regulatory Division

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	Regulatory Division
18. When disputes arise between broadcasters and program providers?	Regulatory Division
19. When a viewer has complaints about a program?	Regulatory Division
20. When deciding which programs a broadcaster is required to carry?	MCMC does not have this role

Internet	
21. When issuing a license, if a license is required?	Regulatory Division
22. When a consumer has a complaint about an Internet service provider?	Regulatory Division
23. If there are disputes between Internet service providers?	Regulatory Division

Malaysia Communications and Multimedia Commission, 2003



NEW ZEALAND COMMERCE COMMISSION

General											
1. How many officials are in your organization?	<p>The Commerce Commission has nine Commissioners, as follows:</p> <table border="1" data-bbox="630 348 1549 506"> <tr> <td>Acting Chair</td><td>One</td></tr> <tr> <td>Commissioners</td><td>Three</td></tr> <tr> <td>Telecommunications Commissioner</td><td>One</td></tr> <tr> <td>Associate Commissioners</td><td>Two</td></tr> <tr> <td>Cease and Desist Commissioners</td><td>Two</td></tr> </table>	Acting Chair	One	Commissioners	Three	Telecommunications Commissioner	One	Associate Commissioners	Two	Cease and Desist Commissioners	Two
Acting Chair	One										
Commissioners	Three										
Telecommunications Commissioner	One										
Associate Commissioners	Two										
Cease and Desist Commissioners	Two										
2. What percentage of the staff comes from each profession - i.e., engineers, economists, attorneys, accountants, etc?	<p>As outlined in the organizational chart, the Commission has its own in-house legal and economic branches that support the Commission's functions across the breadth of its responsibilities.</p> <p>As breakdown as follows:</p> <ul style="list-style-type: none"> ▪ Economists 6% ▪ Attorneys (senior counsel/counsel/solicitor) 10% ▪ Accountants 2% 										
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	Yes it is common for that type of movement within the employment environment.										
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes it is common for that type of movement within the employment environment.										
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	The Commerce Commission is not responsible for the process of appointing "officials".										
6. How is your organization funded?	<p>Each year the Commission enters into a Memorandum of Understanding (MOU) with the Responsible Minister (the Minister of Commerce) and Purchase Ministers (the Ministers of Commerce, Communications and Energy) that sets out the basis on which the Commission will receive funding from the Crown and the outputs it will produce with that funding. The MOU specifies the undertakings against which the Ministry of Economic Development monitors the Commission's performance in output delivery.</p> <p>The Commission reports to Parliament annually and as required, and to the Ministry of Economic Development by way of confidential quarterly reports. Each quarter, the Commission reports in terms of its overall financial performance and capability, and against four output appropriations:</p> <ul style="list-style-type: none"> ▪ Enforcement of General Market Regulation (Vote Commerce); ▪ Enforcement of Dairy Sector Regulation (Vote Commerce); ▪ Enforcement of Telecommunications Sector Regulation (Vote Communications); and ▪ Enforcement of Electricity Sector Regulation (Vote Energy). 										

	<p>The reports include information on matters currently under investigation by the Commission.</p> <p>The Commission prepares an Annual Report, including audited financial statements, that is tabled in the House of Representatives. Although not specifically required to do so, the Commission also publishes an Annual Plan that sets out the intended activities for the year in some detail.</p> <p>The Commission also provides confidential extracts of its quarterly reports to the Ministries of Agriculture and Forestry, and Consumer Affairs, as the agencies with responsibilities in the dairy sector and fair trading areas respectively.</p>
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	<p>The Governor-General, on the recommendation of the Minister of Commerce, appoints Commission Members for their knowledge of, and experience in areas relevant to the Commission's interests. At least one Commission Member must be a barrister or solicitor.</p> <p>The Telecommunications Act created the position of Telecommunications Commissioner, who is a member of the Commission and is appointed by the Governor-General on the recommendation of the Minister. The Minister of Commerce may appoint Associate Members.</p> <p>There are also two Cease and Desist Commissioners who must be barristers or solicitors and who are appointed by the Governor-General for the sole purpose of hearing and determining applications for a cease and desist order.</p> <p>Each Commission Member's Warrant of Appointment sets out the start date and duration of the term of appointment. This term can be extended with the Chair's approval to deal with work still in progress.</p> <p>The Appointment of members of the Commission can be terminated by the Governor General (representative of the head of State) for disability, bankruptcy, neglect of duty, misconduct, or failure to comply with the financial disclosure provisions.</p>
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	<p>The Commission is an independent quasi-judicial body with responsibility for enforcement and regulatory control under a number of general and specific regulatory regimes set out in the: Commerce Act 1986, Fair Trading Act 1986, Electricity Industry Reform Act 1998, Telecommunications Act 2001 and the Dairy Industry Restructuring Act 200.</p> <p>The Commission does not advise the Government on policy matters. It performs its enforcement and regulatory control functions within the relevant statutory framework.</p> <p>Under section 26 of the Commerce Act, the Minister of Commerce can communicate to the Commission statements of economic policy, which the Commission must have regard to in its decisions under the Commerce Act.</p> <p>The Commerce Commission has a number of key relationships with several Ministries and Departments.</p> <p><i>Ministry of Economic Development (MED)</i> MED leads the preparation and co-ordination of policy advice related to economic, regional and industry development, including competition and economic regulatory policy. MED is the Government's primary adviser on the operation and regulation of</p>

	<p>specific markets and industries, including energy and telecommunications. MED has a key role in monitoring the performance of the Commission.</p> <p><i>Ministry of Consumer Affairs (MCA)</i> MCA has the responsibility for providing advice to the Government to establish the policy and legislative framework to support consumer protection and a primary role in directly supporting consumers to understand their rights.</p> <p><i>Ministry of Agriculture and Forestry (MAF)</i> MAF is responsible for providing advice to the Government to establish the policy and legislative framework in relation to the regulation of the dairy industry, specifically the operation of Fonterra.</p>
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Telecommunications	
9. When issuing a new wireline license?	<p>No licences are required in New Zealand. However, an operator may apply to the Minister of Communications for network operator designation under section 103 of the Telecommunications Act if the special rights conferred on network operators, for example access to land, are necessary to enable the applicant to commence or carry on a telecommunications or broadcasting business.</p> <p>Network operator status is not a prerequisite to providing either telecommunications or broadcasting services; that is, these services can be provided without declaration as a network operator. Thus, a person contemplating entering the telecommunications or broadcasting markets is able to provide its services without network operator status.</p>
10. When issuing a new wireless license?	<p>The Ministry of Economic Development is responsible for managing the radio spectrum on behalf of the government through the <u>Radio Spectrum Management</u> group.</p> <p>Until 1989 administrative radio licensing was the sole means for managing access to the spectrum resource. The Radiocommunications Act 1989, however, introduced a new framework based on tradable long-term leases for periods up to 20 years. The Act provides for the Crown to transfer a frequency band to the new framework by the creation of a Management Right over the range of frequencies concerned (e.g. 88 MHz to 108 MHz). The Crown may retain the Management Right and grant Spectrum Licences to frequencies within the band, as is the case with most radio and television broadcasting bands, or dispose of the Management Right to another person who may then grant Spectrum Licences. Except for frequencies reserved to meet specific public policy objectives it is current practice to allocate Management Rights, and Spectrum Licences under a Crown-retained Management Right, by way of public spectrum auctions or tenders.</p>
11. If there is a dispute between operators over interconnection?	The Commerce Commission.
12. If a wireless operator has a complaint about interference?	Ministry of Economic Development investigates interference to Safety Services, Radio-communication systems and broadcast services such as radio and television reception. The Ministry does not investigate interference to private Management Rights i.e. bands of radio spectrum under a self-management agreement, but will assist on a case by case basis when non compliance with Electromagnetic Compliance legislation is suspected or safety to life or property is involved.

13. If the consumers prices for local or long distance are going to change?	Consumer complaints about price rises for telecommunications services are generally dealt with by the Ministry of Economic Development.
14. If a consumer has a complaint about an operator?	Consumer complaints about particular operators are generally dealt with by the Ministry of Economic Development.
15. In organizing and implementing a universal access plan, if any?	The Commerce Commission assesses the cost of the Telecommunications Service Obligation (TSO) each year, and allocates the cost between liable telecommunications operators. The Commission also assesses compliance with the measures set out in the TSO Deed.
16. In enforcing rules, issuing fines, and other judgments?	The determinations of the Commerce Commission are enforceable by the courts.

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	Refer to Broadcasting Standards Authority website, www.bsa.govt.nz
18. When disputes arise between broadcasters and program providers?	Refer to Broadcasting Standards Authority website, www.bsa.govt.nz
19. When a viewer has complaints about a program?	Refer to Broadcasting Standards Authority website, www.bsa.govt.nz
20. When deciding which programs a broadcaster is required to carry?	Refer to Broadcasting Standards Authority website, www.bsa.govt.nz

Internet	
21. When issuing a license, if a license is required?	No licences required.
22. When a consumer has a complaint about an Internet service provider?	Ministry of Consumer Affairs.
23. If there are disputes between Internet service providers?	No specific body.

NIGERIAN COMMUNICATIONS COMMISSION

General																																	
1. How many officials are in your organization?	<p>214 Officials</p> <p><u>Breakdown of Staff in Each Unit</u></p> <table> <tr><td>EVC's office</td><td>- 10</td></tr> <tr><td>Support Services</td><td>- 4</td></tr> <tr><td>Finance Department</td><td>- 12</td></tr> <tr><td>Human Resources</td><td>- 10</td></tr> <tr><td>Administration</td><td>- 36</td></tr> <tr><td>Information Technology</td><td>- 5</td></tr> <tr><td>Engineering Directorate</td><td>- 14</td></tr> <tr><td>Licensing Directorate</td><td>- 23</td></tr> <tr><td>Corporate Planning & Research</td><td>- 12</td></tr> <tr><td>Legal Services</td><td>- 11</td></tr> <tr><td>Public Affairs</td><td>- 8</td></tr> <tr><td>Business Development</td><td>- 3</td></tr> <tr><td>Consumer Affairs Bureau</td><td>- 9</td></tr> <tr><td>Standards</td><td>- 5</td></tr> <tr><td>Internal Audit</td><td>- 2</td></tr> <tr><td>Commission Secretariat</td><td>- 3</td></tr> </table>	EVC's office	- 10	Support Services	- 4	Finance Department	- 12	Human Resources	- 10	Administration	- 36	Information Technology	- 5	Engineering Directorate	- 14	Licensing Directorate	- 23	Corporate Planning & Research	- 12	Legal Services	- 11	Public Affairs	- 8	Business Development	- 3	Consumer Affairs Bureau	- 9	Standards	- 5	Internal Audit	- 2	Commission Secretariat	- 3
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2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	<p>The percentage of staff in each profession is as follows:</p> <ul style="list-style-type: none"> • Engineers - 7.4% • Economists - 1.86% • Attorneys - 4.67% • Accountants - 6.54% 																																
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	It is possible; However, the individual would be required to resign his/her employment in either situation.																																
4. In the course of an individual career, is it common for someone to move from one government organization to another?	It is possible. But the individual would be required to resign his/her appointment before he/she could be able to transfer his/her services to the organization he/she is joining.																																
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	There are procedures for recruitment into the government. In both Federal and State Ministries and Parastatals, there must be existing vacancies, then applicants would be invited for interviews; both oral and written. There may sometimes be practical interviews; both oral and written. The best of the applicants would then be selected for employment.																																
6. How is your organization funded?	Our organization is self funded																																

7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	The Head of the Nigerian Communications Commission (NCC) is appointed by the President for a period of four (4) years, after which the appointment may be renewed for another period of four years. The Head of the organization can leave at the expiration of his or her tenure if not reappointed or at the end of the second term when he is no longer qualified to be reappointed. He can leave due to re-assignment to another organization or due to sack for misconduct. He can also leave due to ill – health or other similar misfortunes.
8. With which other organizations in the government do you work closely, and what is your organization’s relationship to them?	The Nigerian Communications Commission (NCC) work closely with the Ministry of Communications (MOC) being the telecom policy making body in the country.

Telecommunications	
9. When issuing a new wireline license?	The Licensing Directorate and the Legal Services Department
10. When issuing a new wireless license?	The Licensing Directorate and the Legal Services Department
11. If there is a dispute between operators over interconnection?	The Directorates of Standards, Engineering, Licensing and Legal Services.
12. If a wireless operator has a complaint about interference?	The Directorates of Engineering
13. If the consumers prices for local or long distance are going to change?	Consumer Affairs Bureau, Licensing Directorate and Public Affairs.
14. If a consumer has a complaint about an operator?	Consumer Affairs Bureau.
15. In organizing and implementing a universal access plan, if any?	The Directorates of Licensing, Legal Services and Corporate Planning and Research Department.
16. In enforcing rules, issuing fines, and other judgments?	The Directorate of Legal Services

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	
18. When disputes arise between broadcasters and program providers?	

19. When a viewer has complaints about a program?	
20. When deciding which programs a broadcaster is required to carry?	

Internet	
21. When issuing a license, if a license is required?	The Directorates of Licensing and Legal Services
22. When a consumer has a complaint about an Internet service provider?	Consumer Affairs Bureau.
23. If there are disputes between Internet service providers?	The Directorates of Standards, Engineering, Licensing and Legal Services.

SINGAPORE INFOCOMM DEVELOPMENT AUTHORITY

General	
1. How many officials are in your organization?	<p>IDA has an estimated staff strength of 1100.</p> <p>IDA performs several roles in Singapore. Not only is IDA the telecommunications regulator, it is also the agency in charge of promoting the development of Singapore's info-communications sector and for spearheading the electronic delivery of government services. The IDA also builds and maintains the Government's IT infrastructure. The estimated staff headcounts in the relevant units are:</p> <ul style="list-style-type: none"> a) Technology Group – 40 b) Infocomm Development Group and Online Development Group – 160 c) Government Systems Group/Government Chief Information office – 650 d) Policy and Regulation Group – 90 e) Corporate Development Group and Central Business Services Group –160
2. What percentage of the staff comes from each profession - i.e., engineers, economists, attorneys, accountants, etc?	<p>Approximately 35% of IDA's professional staff have engineering backgrounds, a further 35% have Information Technology backgrounds, 20% have business backgrounds and approximately 10% have a background in Economics. This is based on data compiled in 2001.</p>
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	<p>Yes.</p>
4. In the course of an individual career, is it common for someone to move from one government organization to another?	<p>Yes.</p>
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	<p>Yes. IDA requires applicants to undergo a written test and interviews as part of the selection process.</p>
6. How is your organization funded?	<p>IDA obtains part of its funds from the Government Budget. The rest comes from licensing fees that IDA collects.</p>
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	<p>Being a statutory board, IDA's CEO is selected by the Prime Minister's Office. There is no limit imposed on his or her service period as CEO. This post has traditionally been filled by a senior civil servant.</p>

8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	<p>IDA works with many other organizations in Government depending on the issues at hand. The primary ones are:</p> <p>a) The Ministry of Information, Communications and The Arts (MITA), which is the supervising Ministry for guiding IDA's strategic policy directions.</p> <p>b) The Media Development Authority (MDA), which is a statutory board under MITA responsible for content and broadcasting. IDA works with MDA primarily for issues to do with Convergence policy, Mobile Content regulation and the allocation of frequency spectrum for Broadcasting services.</p> <p>c) The Ministry of Trade and Industry (MTI). IDA works with MTI on issues dealing with international trade in information communications technology services.</p> <p>d) The Ministry of Foreign Affairs (MFA). IDA works with MFA on ICT matters that touch on Singapore's foreign policy.</p> <p>e) The Economic Development Board and International Enterprise Singapore</p>
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Telecommunications	
9. When issuing a new wireline license?	The Policy and Regulatory Group
10. When issuing a new wireless license?	The Policy and Regulatory Group
11. If there is a dispute between operators over interconnection?	The Interconnection Division within the Policy and Regulations Group.
12. If a wireless operator has a complaint about interference?	The Technical Regulation Division within the Policy and Regulations Group
13. If the consumers prices for local or long distance are going to change?	The Economic Regulation Division within the Policy and Regulations Group.
14. If a consumer has a complaint about an operator?	The Economic Regulation Division within the Policy and Regulations Group.
15. In organizing and implementing a universal access plan, if any?	The Economic Regulation Division manages issues regarding the designation of operators as Public Telecommunications Licensees, which have a responsibility to provide basic public telecommunications services to anyone in Singapore who requests it.
16. In enforcing rules, issuing fines, and other judgments?	The Economic Regulation, Technical Regulation or Interconnection Divisions – depending on subject matter

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	<i>The Media Development Authority (MDA) issues licenses for broadcast content. IDA licenses the underlying infrastructure. For example, a broadcast company would need to obtain a license from the MDA to broadcast programs in Singapore. However, it would also need a license from IDA to operate the relevant transmission infrastructure such as satellite stations and transmission towers.</i>
18. When disputes arise between broadcasters and program providers?	The MDA

19. When a viewer has complaints about a program?	The MDA
20. When deciding which programs a broadcaster is required to carry?	The MDA

Internet	
21. When issuing a license, if a license is required?	The Economic Regulation Division within the Policy and Regulation Group.
22. When a consumer has a complaint about an Internet service provider?	The Economic Regulation Division within the Policy and Regulation Group.
23. If there are disputes between Internet service providers?	Either the Economic Regulation or the Interconnection Division – depending on the subject matter at hand.

SRI LANKA: Telecom Regulatory Commission of Sri Lanka (TRCSL)

General													
1. How many officials are in your organization?	135 (Permanently employed)												
2. What percentage of the staff comes from each profession - i.e., engineers, economists, attorneys, accountants, etc?	<p>Engineers – 50% Economists – 15% Attorneys – 10% Accountants – 10%</p>												
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	<i>Yes. There are employees who have joined the regulator after serving the industry and there are instances where employees have left the Commission to serve the industry. (However it does not happen all the time).</i>												
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes (However it does not happen all the time)												
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	<i>At the Telecommunications Regulatory Commission of Sri Lanka, there are procedures to be followed in addition to circulars issued by the General Treasury of the Ministry of Finance. There are institutions which conduct examinations.</i>												
6. How is your organization funded?	<table> <thead> <tr> <th><u>Source of Income</u></th><th><u>Average contribution as a percentage</u></th></tr> </thead> <tbody> <tr> <td>System operator licences</td><td>- 18%</td></tr> <tr> <td>Access fees</td><td>- 26%</td></tr> <tr> <td>Radio frequency fees</td><td>- 55%</td></tr> <tr> <td>Other licence fees</td><td>- 01%</td></tr> <tr> <td colspan="2">(e.g. vendor licence etc.)</td></tr> </tbody> </table>	<u>Source of Income</u>	<u>Average contribution as a percentage</u>	System operator licences	- 18%	Access fees	- 26%	Radio frequency fees	- 55%	Other licence fees	- 01%	(e.g. vendor licence etc.)	
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Radio frequency fees	- 55%												
Other licence fees	- 01%												
(e.g. vendor licence etc.)													
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	<p><i>Head of organization – the Director- General is the Chief Executive Officer of the regulatory agency in Sri Lanka. He/She is appointed by the Minister in charge of the subject of telecommunications as specified in the legislation.</i></p> <p>How long may the head serve in office? If he/she is not disqualified as stated in the Act, he/she will continue to hold office until death, removal or resignation.</p> <p>Are there other conditions to the office? No</p> <p>What would cause the head of organization to leave? If disqualified from continuing in the capacity of Director- General or by death, removal or resignation.</p>												

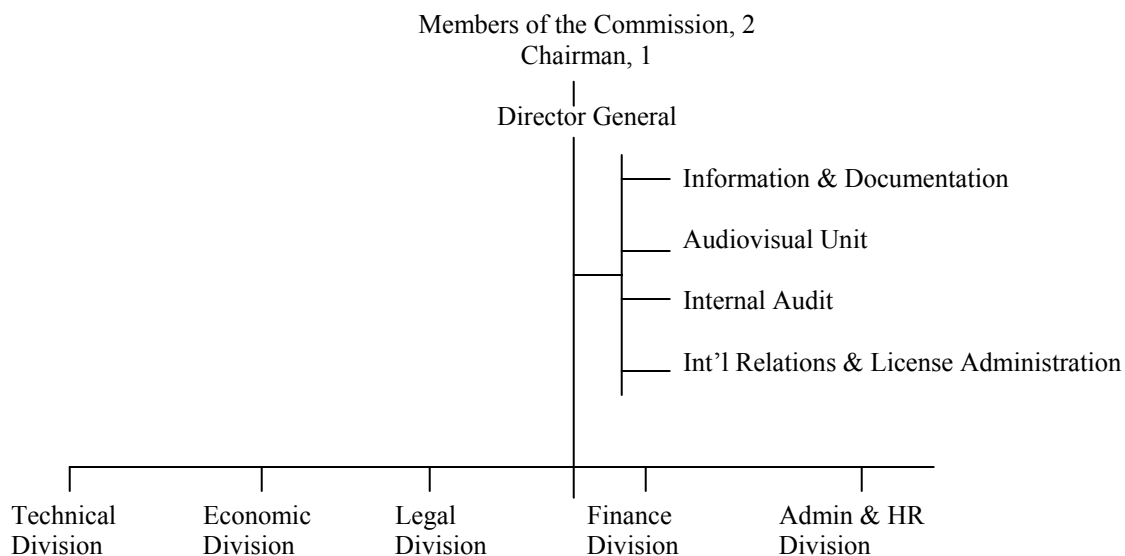
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	<u>Attorney General's Department – Legal matters.</u> <u>Board of Investment of Sri Lanka- Matters regarding investment.</u> <u>Ministry of Mass Communication (line Ministry)-Telecom Reforms</u> <u>Ministry of Policy Development and Economic Reforms – Telecom Reforms.</u> <u>Ministry of Defence – Defence clearance on Radiocommunication equipment.</u> <u>Customs – Importation of telecom equipment.</u> <u>Ministry of Commerce & Consumer Affairs – WTO commitments. (Department of Commerce).</u> <u>Council for Information Technology (CINTEC) – Director- General. (by virtue of office is a Council Member).</u> <u>Auditor General's Department.</u> <u>Department of Posts – Provision of Universal Access/Services –</u> <u>Department of Civil Aviation</u> <u>Urban Development Authority</u>
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Telecommunications	
9. When issuing a new wireline license?	<u>Technical Division, Economic Division, Legal Division & Licence Admin. Division</u>
10. When issuing a new wireless license?	<u>After the Commission was established under the Telecommunications (Amendment Act) No. 27 of 1996 wireless or wire-line licences were not issued. Should the need arise, it will be the Technical Division, Economic Division, Legal Division & Licence Admin. Division.</u>
11. If there is a dispute between operators over interconnection?	<u>Economic, Legal and Technical Division.</u>
12. If a wireless operator has a complaint about interference?	<u>Technical and Legal Divisions.</u>
13. If the consumers prices for local or long distance are going to change?	<u>Economic Division which obtains inputs from Legal and Technical Divisions.</u>
14. If a consumer has a complaint about an operator?	<u>'Consumer Relations Unit' and the 'Internal Committee for Resolution of Consumer Complaints'.</u> <u>Chairperson - Director/Legal Affairs – Legal Division</u> <u>Member – Deputy Director/Finance – Finance Division</u> <u>Member- Deputy Director/Competition – Economic Division</u>
15. In organizing and implementing a universal access plan, if any?	<u>Economic, Legal and Technical Divisions reporting to the Director-General</u>
16. In enforcing rules, issuing fines, and other judgments?	<u>Legal Division – with inputs from other Divisions.</u>

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	<u>The TRCSL as at present is not involved with matters relating to broadcasting. The line Ministry of Mass Communications issues Broadcasting Licences subject to issuance of Radio frequency Spectrum by the TRCSL.</u>
18. When disputes arise between broadcasters and program providers?	
19. When a viewer has complaints about a program?	
20. When deciding which programs a broadcaster is required to carry?	

Internet	
21. When issuing a license, if a license is required?	<u>Economic, Legal and Technical Divisions.</u>
22. When a consumer has a complaint about an Internet service provider?	<u>'Consumer Relations Unit' and the 'Internal Committee for Resolution of Consumer Complaints'.</u>
23. If there are disputes between Internet service providers?	<u>So far not arisen – should the need arise, the Technical, Economic and Legal Divisions with the Director- General.</u>

Telecom Regulatory Commission of Sri Lanka, 2003



SWEDEN
Post and Telestyrelsen (PTS)
Swedish Broadcast Commission (SBC)

General	
1. How many officials are in your organization?	PTS: 236 SBC: 13 all together. 5 senior, 2 junior, and 6 support workers.
2. What percentage of the staff comes from each profession - i.e., engineers, economists, attorneys, accountants, etc?	SBC: The Director is a judge, as is required by Parliament. She has 10 years experience in the Justice Department. Hack Kampmann, a senior official, is a political scientist. There is a second official with a political science degree. The Commission has 3 jurists – one judge and the other two with doctors of law. The two junior officials are just out of law school.
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	SBC: Turnover is not great. Sometimes the young jurists will go into law firms. Recently, there has been no exchange with industry, but that would not be impossible.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	PTS: These changes are based on individual initiative. Some move from PTS to the Ministry, less move from the Ministry to PTS.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	PTS: There are no set procedures, PTS advertises jobs through ads. SBC: Recently, they recruited an officer through placing an ad in a special gazette used by the courts and one of the big newspapers. Then, they select by interview.
6. How is your organization funded?	PTS: Most funds come from fees raised from operators for both radio frequencies and telecommunications licenses. In the future, there will be fees for phone numbers as well. There is some funding from the state budget for programs that procure equipment for the handicapped and for defense purposes. SBC: The Government charges TV4 (the only commercial terrestrial television station) license fees, which fund the public broadcasters and the broadcast commission. From these funds, the broadcast commission is given a budget allocation by the Ministry of Culture.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	PTS: The Director General is appointed by the government for six years, which can be extended for three years. These kinds of appointments reflect the political party composition of the government. If there is an election, the Director General continues serving, he or she is not removed. The Director General is removed only if there is misbehavior in office. SBC: The Commissioners and Director are appointed by the Government, essentially by the Minister of Culture. The period of service is 6 years for the director, and 3 years for Commissioners, with the possibility of re-appointment. Re-appointment is common.

8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	<p>PTS: Works with the Competition Authority, consumer groups. Also working with the Radio and Television Authority on a legal framework related to broadcasting. Also, cooperate with the special authority for sparsely populated areas, and the authority for innovation.</p> <p>SBC: The Commission works with the Radio and TV Authority occasionally. The Radio and TV authority issues license local commercial radio and registers for local cable stations. It does not deal with licenses for the public broadcasters and TV4. Also, the Commission has informal contacts with the press ombudsman, which is managed by the press itself.</p>
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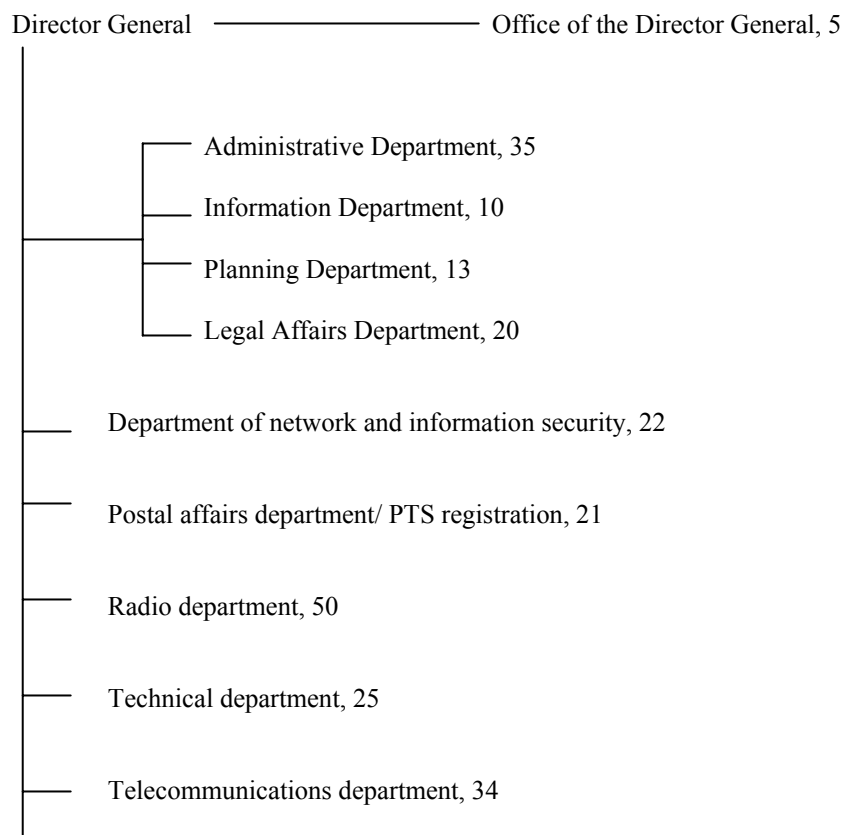
Telecommunications	PTS
9. When issuing a new wireline license?	This kind of license is no longer issued. New operators just send in a notification to the Telecom Department
10. When issuing a new wireless license?	Telecom Department for mobile telecom licenses, which is not difficult. The Radio Department for radio license.
11. If there is a dispute between operators over interconnection?	Telecom Department
12. If a wireless operator has a complaint about interference?	Telecom Department now, but in the future this will be taken care of by the Radio Department.
13. If the consumers prices for local or long distance are going to change?	The Telecom Department is responsible for regulating the incumbent Telia. PTS can disallow certain kinds of price changes by Telia.
14. If a consumer has a complaint about an operator?	The complaint would be made with the Information Department and then referred to the Telecom Department.
15. In organizing and implementing a universal access plan, if any?	Telia is obliged by its license conditions to provide universal access. There are no subsidy funds for universal access.
16. In enforcing rules, issuing fines, and other judgments?	Each department is responsible for enforcement, in cooperation with legal affairs. Fines are commonly issued for telecom.

Broadcast	SBC
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	<p>Only registration required, but no license for cable TV and satellite TV. For terrestrial TV, there is only one commercial broadcaster – TV4. This license is based on TV4's analog broadcast, once it moves to digital broadcast, there is no legal basis for the Government to levy a fee</p> <p>For radio licenses, the Radio and TV Authority are responsible.</p>

18. When disputes arise between broadcasters and program providers?	
19. When a viewer has complaints about a program?	SBC.
20. When deciding which programs a broadcaster is required to carry?	Cable operators with more than 100 households subscribing must carry SVT1, SVT2, and TV4. Satellite TV also has the same requirement. However, satellite TV is always offered through cable operators networks. Programmers must negotiate with cable operators to get into cable packages. There is no regulation stopping cable operators from excluding certain programs.

Internet	PTS
21. When issuing a license, if a license is required?	No license is required. From July 2003, Internet operators need to make a notification to the authorities.
22. When a consumer has a complaint about an Internet service provider?	The Telecom Act does not cover the Internet, therefore PTS has no authority in this area. Consumer can complain to the Consumer Authority.
23. If there are disputes between Internet service providers?	Beginning in July 2003, PTS will have authority to handle these kinds of disputes.

Sweden Post and Telestyrelsen
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UNITED STATES FEDERAL COMMUNICATIONS COMMISSION

General	
1. How many officials are in your organization?	1929
2. What percentage of the staff come each profession - i.e., engineers, economists, attorneys, accountants, etc?	27% attorneys; 3% economists; 15% engineers; 55% other professional and clerical staff
3. In the course of an individual career, is it common for someone to serve as an official and then move to work in industry, or vice versa?	Yes, very common.
4. In the course of an individual career, is it common for someone to move from one government organization to another?	Yes, very common.
5. Are there procedures for recruitment of personnel, or examinations to admit officials into the government?	Yes, advertisement of government job openings must be made public. There are no examinations to admit officials to the FCC.
6. How is your organization funded?	Regulatory fees and budget allocation from Congress.
7. How is the head of your organization selected? How long may the head serve in the office, and are there other conditions to the office? What would cause the head of the organization to leave?	<p>The Chairman and the Commissioners are nominated by the President, and confirmed by the Senate of the Congress. Each has a term of five years and cannot be removed from his or her position, except for serious misbehavior. It is common for Commissioners to resign from their positions prior to the end of their term to move to other jobs in the government or private sector.</p> <p>There are at most three Commissioners from the political party of the President. The Chairman is always of the political party of the President. If a presidential election results in a new president from a different political party, then the Chair resigns and the President nominates a new Chair from his own party. The other four Commissioners remain in office.</p>
8. With which other organizations in the government do you work closely, and what is your organization's relationship to them?	National Telecommunication and Information Administration, Department of Commerce; Department of Justice; Federal Trade Commission; Department of State; U.S. Trade Representative; State Public Utilities Commission

Telecommunications	
9. When issuing a new wireline license?	Blanket authorization from FCC. Wireline Bureau
10. When issuing a new wireless license?	Wireless Bureau
11. If there is a dispute between operators over interconnection?	Enforcement Bureau, Wireline Bureau
12. If a wireless operator has a complaint about interference?	Wireless Bureau, Office of Engineering Technology
13. If the consumers prices for local or long distance are going to change?	Consumer and Governmental Affairs Bureau
14. If a consumer has a complaint about an operator?	Consumer and Governmental Affairs Bureau
15. In organizing and implementing a universal access plan, if any?	Wireline Bureau, Telecommunications Access Policy Division
16. In enforcing rules, issuing fines, and other judgments?	Enforcement Bureau

Broadcast	
17. When issuing a new cable television, satellite TV, or terrestrial TV or radio license?	Cable Television franchises issued by local areas. Satellite TV – Media Bureau, International Bureau. Terrestrial TV and radio – Media Bureau.
18. When disputes arise between broadcasters and program providers?	Left to commercial negotiation.
19. When a viewer has complaints about a program?	Complaints received by Consumer Bureau and Media Bureau
20. When deciding which programs a broadcaster is required to carry?	Media Bureau

Internet	
21. When issuing a license, if a license is required?	ISPs do not require licenses.
22. When a consumer has a complaint about an Internet service provider?	Consumer Bureau.
23. If there are disputes between Internet service providers?	Left to commercial negotiation.

Federal Communications Commission
Staff information

Total employees (March 2005): 1939

By profession: 523 attorneys
 61 economists
 295 engineers
 1060 other professional and clerical staff

By unit:	Commissioners and staff	26
	Office of Inspector General	14
	Office of Engineering and Technology	118
	Office of General Counsel	82
	Office of Managing Director	205
	Office of Media Relations	17
	Office of Administrative Law Judges	5
	Office of Strategic Planning and Policy	
	Analysis	23
	Office of Communications Business	
	Opportunities	8
	Office of Workplace Diversity	4
	Office of Legislative Affairs	10
	Wireline Competition Bureau	184
	Enforcement Bureau	337
	Wireless Telecommunications Bureau	300
	Media Bureau	240
	Consumer and Governmental Affairs	
	Bureau	209
	International Bureau	147

